



MAKE A DIFFERENCE – JOIN THE EUROPEAN COMMISSION

Do you want to help shape the future of the European Union? Make the planet greener, promote a fairer society, or support businesses and innovation across the EU? Then come and work for the European Commission where you can really make a difference!

Commission staff are a diverse group of people, who are motivated to help make Europe – and the world – a better place. They come from the 27 Member States of the European Union. Different nationalities, languages and cultures make the Commission a vibrant and inclusive working place.

WE OFFER ATTRACTIVE WORKING CONDITIONS AND MUCH MORE:

- Interesting and challenging positions with plenty of opportunities for training and acquiring new skills and competencies over your whole career;
- Opportunities to try several areas of work throughout your career;
- Flexible working conditions and the possibility of teleworking – we care about your work-life balance;
- A competitive financial package, including comprehensive sickness, accident and pension schemes;
- Multilingual schools for your kids;
- We are also proud to be an equal opportunity employer and promote diversity and inclusion.

We recruit from a wide range of backgrounds:

We are not only recruiting political scientists and lawyers but also looking for all kinds of profiles, including natural scientists, linguists and economists, as well as drivers and engineers.

For more information ec.europa.eu/work-with-us.



STAFF RECRUITED ON CONTRACTS

In addition to permanent officials, the European Commission often recruits non-permanent staff. There are two categories of non-permanent staff:

- [temporary agents](#) are recruited to fill vacant positions for a set amount of time or to perform highly specialised tasks.
- [contract agents](#) may provide additional capacity in specialised fields where an insufficient number of officials is available or carry out a number of administrative or manual tasks. They are generally recruited for fixed-term contracts (maximum 6 years in any EU Institution), but in some cases they can be offered contracts for an indefinite duration (in offices, agencies, delegations or representations).

For more information on different [staff categories](#).



Administrative Agent

in PMO of the European Commission

Job title: Administrative Agent – IT applications project and support

Domain: Support Staff

Where: Unit PMO.6.003 – “Digital Solutions” - Brussels

Function Group: FG II

Contract Type: 3a

Publication deadline: 17.07.2024 - 12.00 (Brussels time)

WE ARE

The mission of the PMO (Paymaster Office or Office for the administration and payment of individual entitlements) is to provide a high-quality and user-friendly service to beneficiaries by promptly and accurately managing, determining and paying individual rights and expenses (e.g., salaries, pensions, sickness insurance reimbursements and mission expenses).

PMO.6 – Digital Solutions, based in Brussels, provides services, solutions, guidance and expertise in the areas of data and reporting, IT security, IT application coordination and infrastructure. Consequently, the unit supports the operational and strategic activities of the PMO with the aim to improve efficiency through information and knowledge sharing, interoperability, integration and standardisation. The support team provides support to users on any IT issues related to the IT applications underpinning all the business processes in PMO: salaries and the payroll system (Sysper and NAP), missions (MIPS), reimbursement of medical expenses (JSIS Online, ASSMAL and PMO Mobile), reimbursement of candidates and experts' expenses (AGM). In addition to the support of the systems, the team is responsible for the management of access rights for the applications.

WE PROPOSE

The PMO.6 is seeking to hire an IT applications Administrative Support Agent. Working under the supervision of an official or a temporary agent, your responsibilities will be multiple and varied. Like each member of the support team, you will contribute to:

1. the registration, follow-up and potential escalation of incidents received from colleagues from all institutions, agencies and post-active service;
2. the application of the rules governing the PMO business in the IT tools;
3. monitoring and systematic analysis of incidents;
4. the maintenance and evolution of documentation for the users of the IT applications;
5. substantive testing, following new developments.

In parallel, you will be involved in the upgrading of the functionalities to be developed in the PMO IT



systems (MIPS, SYSPER, PABS, Payment Factory, JSIS Online, ASSMAL and PMO Mobile) and the impact in EU LOGIN. This work is crucial for the efficient management of the medical reimbursements of the institutions and agencies for which the PMO acts as a service provider for the calculation of medical reimbursements. This work is carried out in close cooperation with the business and project managers in the other IT sectors at PMO6 and DIGIT. The selected colleague might also be requested to work elsewhere in the PMO depending on the needs of the service. This could in particular involve contributing to the PMO's Front Office efforts, responding to phone calls and written staff questions.

WE LOOK FOR

This publication aims to fill **1** position.

We are looking for a person structured, precise and oriented towards the client service. The ideal profile for the job must demonstrate:

- both autonomy and a good team spirit;
- have experience in analysing and solving problems;
- ability to work in FR and EN is essential;
- have necessarily knowledge of financial entitlements;
- experience with standard office tools and ticketing tools such as SMT or JIRA, is essential;
- knowledge of SQL and computer tools for data extraction (e.g. TOAD, InfoView) will be an asset. Professional experience in an IT unit or IT studies complements the profile.
- Knowledge of the regulatory framework (Staff Regulations, Joint Sickness Insurance Scheme, General Implementing Provisions, etc.) and the information systems used in the support of the PMO (MIPS, SYSPER, PABS, Payment Factory, JSIS online, ASSMAL, PMO Mobile, including EU LOGIN) would be an asset;

Additionally, the selected candidate should demonstrate the following personal qualities:

- In view of the respect of priorities and deadlines, be proactive and prepared to work under pressure at certain times;
- be able to work as a team and demonstrate responsiveness, availability, methodology and rigour and enjoying human contact and have a taste for customer service;
- If not in possession of all the required qualities and knowledge, demonstrate his/her ability and willingness to learn and be able to demonstrate experience in similar fields.

The candidates are susceptible when needed by the service to provide support to other Sectors.

The pre-selected candidates will be invited to an interview and written test soon after the closing date for application.



HOW TO EXPRESS YOUR INTEREST?

With a view to guaranteeing equal access to all, the Commission recruits from an open database of spontaneous applications. The present call for interests aims at helping the recruiters to identify potentially interested candidates within this database.

In practice, to express your interest, please follow the subsequent two steps:

1. If you are not registered yet in the open EPSO database, please do so at the following address: [CAST Permanent](#). Please select under selection procedures for contract agent the CAST permanent profile that best suits your education and experience.
2. You should send your documents in a single pdf in the following order:
1. your CV 2. motivation letter 3. duly filled in application form.
Please send these documents by the publication deadline to PMO-PUBLICATIONS-AC@ec.europa.eu indicating the call for interest reference **EC/2024/PMO/423453** in the subject.

No applications will be accepted after the publication deadline.



ANNEX

1. Selection

➤ Am I eligible to apply?

You must meet the following eligibility criteria when you validate your application:

Our rules provide that you can only be recruited as a temporary agent at the European Commission if you:

General criteria:

- Are a citizen of a Member State of the EU and enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by applicable laws concerning military service;
- Are physically fit to perform the duties linked to the post;
- Produce the appropriate character references as to suitability for the performance of the duties.
- Have passed an EPSO CAST in the relevant Function Group for this position. At the stage of the application, it is sufficient to be registered in the [EPSO CAST](#) data base.

Qualifications:

- (a) Have a level of post-secondary education attested by a diploma OR
- (b) a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

Only qualifications issued or recognised as equivalent by EU Member State authorities (e.g. by the Ministry of Education) will be accepted.

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU¹
- AND a satisfactory knowledge (minimum level B2)² of a second official language of the EU, to the extent necessary for the performance of the duties.

➤ What about the selection steps?

¹ The official languages of the European Union are: BG (Bulgarian), CS (Czech), DA (Danish), DE (German), EL (Greek), EN (English), ES (Spanish), ET (Estonian), FI (Finnish), FR (French), GA (Irish), HR (Croatian), HU (Hungarian), IT (Italian), LT (Lithuanian), LV (Latvian), MT (Maltese), NL (Dutch), PL (Polish), PT (Portuguese), RO (Romanian), SK (Slovak), SL (Slovenian), SV (Swedish).

² For details on language levels, please see the Common European Framework of Reference for Languages (<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>).



The selecting unit chooses from the EPSO database³ candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best candidates. Due to the large volume of applications that we may receive only candidates selected for the interview will be notified.

For operational reasons and in order to complete the selection procedure as quickly as possible in the interest of the candidates and of the institution, the selection procedure will be carried out in English and possibly in a second official language.

2. Recruitment

The candidate selected for recruitment will be requested to supply documentary evidence in support of the statements made in their application.

The successful candidate will be required to undergo a mandatory pre-recruitment medical check-up, carried out by the Commission.

➤ Type of contract and working conditions

The place of employment will be in **Brussels**

The successful candidate will be engaged as a **contract agent under Article 3(a) of the [Conditions of Employment of Other Servants](#), in function group FG II**. General information on Contract Agents can be found at this link.

The grade or proposed grade range, as well as the step in that grade, will be defined on the basis of the candidates' previous professional experience, in accordance with [Commission Decision C\(2017\)6760](#) laying down the criteria applicable to classification in step on engagement.

For contract agents under Article 3(a) the first contract will be **1 year**. The contract might be extended in the interest of the service. If a second extension of the contract is in the interest of the service, the contract will be for an indefinite duration.

³ Therefore, candidates who did not pass already a CAST on the level Function Group [II], should register their profile at this [address](#).



The duration of the extension will be defined according to the General Implementation Rules in force at that moment, in accordance with [Commission Decision C\(2017\)6760](#) on policies for the engagement and use of contract agents.

All new staff have to successfully complete a 9-month probationary period.

The pay of staff members consists of a basic salary supplemented with specific allowances, including, where applicable, expatriation and family allowances. The provisions guiding the calculation of these allowances can be consulted in the Conditions of Employment of Other Servants. As a member of staff of the European institutions, your pay is subject to a tax raised by those institutions.

The European Commission applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations.

Should you need further information on working conditions, please refer to [Working conditions and benefits of EU Careers](#).

For information related to Data Protection, please see the [Specific Privacy Statement](#) under “7. Information to data subjects on their rights”, to find your rights and how to exercise them in addition to the privacy statement, which summarises the processing of your data.