



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](#).



ICT Service Manager

in DG BUDG of the European Commission

Job title: ICT Service Manager

Domain: Information technology

Where: Unit R4 - „ABAC User service management“, Brussels

Function Group: FG IV

Contract Type: 3b

Express your interest until: 25.10.2024 - 12.00 (Brussels time)

WE ARE

R4 supervises the continuity and reliability of the Corporate Financial and Accounting Information System (ABAC). Since the deployment of the SUMMA (the new Corporate Financial and Accounting Information System intended to replace ABAC) R4 is also providing user support services to the users of the entities that are participating to the pilot phase.

Within this context, R4 carries out the following activities:

- Coordinates the alignment of ABAC with financial and accounting rules and other business requirements for the implementation of the budget and other financial instruments, thus ensuring business continuity;
- Ensures operational continuity by providing first level (Helpdesk) and second level (USM) support to the ABAC and SUMMA user communities across the EU landscape. In this context, it prioritises and organises the issues and the incidents assigned to development teams, providing detailed analysis and taking preliminary steps for their resolution;
- Ensures the management and attribution of operational roles and responsibilities to financial actors executing tasks in ABAC or SUMMA;
- Coordinates the deployment of ABAC to new EU entities and manages the corresponding Service Level Agreements with entities using ABAC or SUMMA;
- Coordinates the delivery of end-users' training and the alignment of course content and support material to ABAC and SUMMA end-users.

Following the 2023 staff survey and Commission-wide awards, DG BUDG is recognised for its staff engagement, quality of its Middle Management and greening efforts. Ensuring staff engagement remains high on our agenda, which is why we are keen to provide support for career development, specialised training and ensure smooth newcomers' integration.

WE PROPOSE

DG BUDGET's Unit R4 is hiring an ICT Service Manager (Contract Agent IV) to support over 8,000 users of the EU Budget's central financial IT systems. The role focuses on transitioning from ABAC to SUMMA, the new corporate financial IT system. Responsibilities include managing the Service

(Reference: Call for interest EC/2024/BUDG/GFIV/460058)



Desk, ensuring collaboration, and maintaining SLAs with high user satisfaction for procurement and finance teams as well as senior management users. The position involves expanding the helpdesk, improving support channels, and offers potential growth into a leadership role managing 10 service desk agents.

Key Responsibilities:

- Transforming the Helpdesk into a Service Desk, ensuring high-quality support during the ABAC to SUMMA transition.
- Optimizing the use of modern service management tools to enhance user experience.
- Implementing modern Service Management practices with a focus on knowledge management and standard operating procedures.
- Monitoring performance indicators and ensuring SLA compliance.
- Managing incidents, escalations, and maintaining customer satisfaction.
- Engaging with user communities for smooth adoption of the system and new releases using modern communication tools.
- Liaising with other IT teams to ensure end-to-end delivery over the IT eco-system, including problem and change management, from a Service Desk perspective.

WE LOOK FOR

The ideal candidate has:

- A tertiary degree of at least 3 years, ideally in IT, Finance, or Economics;
- At least two years of relevant experience in Finance/Accounting or IT;
- Experience in managing project or service teams;
- A solid understanding of financial IT systems and accounting;
- Strong communication skills with a customer-focused and stakeholder management approach;
- Hands-on experience with SAP and ServiceNow (implementation, usage, and customization) is an asset.

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 BUDG-MAILBOX-R04@ec.europa.eu indicating the call for interest reference EC/2024/BUDG/GFIV/460058 in the subject.

No applications will be accepted after the publication deadline.

(Reference: Call for interest EC/2024/BUDG/GFIV/460058)



(Reference: Call for interest EC/2024/BUDG/GFIV/460058)



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 contract 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 position;
- 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 education which corresponds to completed university studies of at least three years attested by a diploma.

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 have 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?**

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

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>).

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



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 provide documentary evidence in support of the statements made in the database and, where relevant, the call for interest. 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(b) of the [Conditions of Employment of Other Servants](#), in function group FG IV**. 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.

The duration of the first **contract will be of 1 years**. Subject to the interest of the service, the contract can be extended to a maximum duration of 6 years.

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.