



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, backgrounds, languages and cultures make the Commission a vibrant and inclusive place to work.

WE OFFER GREAT JOBS AND GREAT WORKING CONDITIONS:

- Interesting and challenging positions with plenty of opportunities for training and acquiring new skills and competencies throughout your whole career
- Opportunities to move between different policy areas throughout your career
- A package of flexible working conditions including the possibility of teleworking – we care about your work-life balance
- A competitive financial package, including comprehensive healthcare, accident and pension schemes
- A multilingual, multicultural workplace where personal and career development are strongly promoted
- Multilingual schools for your children

We recruit from a wide range of backgrounds and actively promote diversity and inclusion:

We do not only recruit political scientists and lawyers but are also looking for all kinds of profiles, including scientists, linguists, IT experts, data analysts and economists, as well as drivers and engineers.



We are committed to equal opportunities and to fostering a rich, diverse and inclusive working environment. We aim for our workforce to be representative of European society and strongly welcome applications from all qualified candidates. We actively seek to create a workplace where each staff member feels valued and respected, can give their best and can develop to their full potential.

To promote diversity and establish a geographically balanced pool of candidates, we strongly encourage applicants from Member States which are currently underrepresented in the European Commission workforce to apply. These Member States are currently Austria, Cyprus, the Czech Republic, Denmark, the Netherlands, Estonia, Finland, Germany, Ireland, Luxembourg, Malta, Poland, Portugal, Slovakia and Sweden¹. Recruitment will however remain strictly based on the merits of all applicants and no positions will be reserved for nationals of any specific Member State.

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

STAFF RECRUITED ON CONTRACTS

In addition to permanent officials, the European Commission offers non-permanent positions. 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](#)

¹Please note that the list of underrepresented Member States may be subject to future amendment based on potential data changes over time.



ICT Service Manager

in DG BUDG of the European Commission

Job title: IT Business Analyst – SUMMA expert

Domain: Information technology

Where: Unit R3 – „ User Service Management for Corporate Financial and Accounting Systems “, Brussels

Function Group: FG IV

Contract Type: 3b

Express your interest until: 25/04/2025 - 18.00 (Brussels time)

WE ARE

Unit R3 oversees the continuity and reliability of service for corporate financial and accounting information systems, ensuring smooth operations, compliance, and high-quality data for all users and stakeholders across the EU entities.

R3 performs the following activities:

1. User Support, Testing, and Deployment:

- Coordinates the alignment of solutions with financial and accounting rules and business requirements to support budget implementation and financial processes, ensuring business continuity.
- Provides support to the user community through two levels of assistance: the first line User Experience Helpdesk and the second line Unified Service Management, aimed at resolving issues efficiently with analysis and prioritization.
- Ensures continuity, user confidence, and acceptance by testing new releases and other system changes and organizing their smooth deployment for the user community.

2. Access Management and Data Quality:

- Manages operational security, including user accounts, access rights, and workflows for financial actors within the information systems. This also involves revising, monitoring, and reporting on user activities to ensure compliance.
- Maintains as front office a defined set of operational master data that support users and are essential for service continuity.

3. Training and Learning Resources:

- Provides modern learning tools to support confident system usage for both current and future users. Organises training and updates learning resources to align with major changes, preparing both new and existing users.

4. Community Engagement and Onboarding:

- Engages and activates local solution and access management communities to enhance local knowledge on upcoming changes and gather feedback on recent and future developments.

(Reference: Call for interest EC/2025/BUDG/487856)



- Coordinates the onboarding of entities onto SUMMA and manages Service Level Agreements (SLAs) for entities using ABAC or SUMMA.

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 R3 is hiring an IT Business Analyst (Contract Agent IV) to work on the second level support of the EU Budget's central financial IT system, supporting over 8,000 users between the Commission, executive agencies, and future external entities that will onboard in the coming years. With a strong technical background in IT, ideally including SAP, this role offers the opportunity to deepen expertise in financial and accounting processes within the European Commission while contributing to the evolution of the corporate accounting system implementing the EU budget.

The continuous rollout of SUMMA to additional entities, benefits realization, migration to the Cloud, integration of Artificial Intelligence, and adaptations to the legal financial framework—along with requests from accountants and authorizing officers—make SUMMA a dynamic and evolving system. Ensuring the stability and reliability of ABAC is also a key part of this role.

Key Responsibilities:

- System Management and Service Delivery:
 - Lead support operations for SUMMA and ABAC financial systems, including ticket analysis, second-level support and complex data querying
 - Perform root cause analysis for recurring incidents and resolve critical issues to ensure continuous service availability
 - Coordinate testing activities, execute test plans, and document results for new system releases
 - Supervise and guide consultants while reporting to the USM Head of Sector
 - Coordinate the alignment of solutions with financial and accounting rules and business requirements
 - Oversee the deployment and implementation of new system releases
 - Lead the resolution of complex system issues to maintain operational stability
 - Manage service quality through established Service Level Agreements (SLAs)
- Business Process and Financial Operations:
 - Support complex financial transactions and procedures including carry-over and carry-forward
 - Ensure systems comply with Financial Regulation requirements
 - Contribute to the improvement of financial workflows and business processes
 - Analyze and evaluate organizational procedures and methods to identify areas for enhancement

(Reference: Call for interest EC/2025/BUDG/487856)



- Contribute the onboarding process for entities migrating to corporate financial systems
- Stakeholder Management and Communication:
 - Provide leadership in coordinating between business units, IT teams, and end users
 - Lead communication with users regarding system changes and improvements
 - Gather and prioritize business requirements for system enhancements
 - Report to management on progress, challenges, and strategic initiatives
 - Build and maintain relationships with system suppliers and implementation partners
- Knowledge Management and contribution to team leadership:
 - Supervise consultants to deliver high-quality service
 - Contribute to internal knowledge management by maintaining comprehensive documentation and knowledge resources
 - Coordinate with the OCT team contributing to training and learning initiatives for users across the organization
 - Engage with local communities to enhance knowledge sharing and gather feedback

WE LOOK FOR

The ideal candidate has:

- A tertiary degree of at least 3 years in Information Technology, Finance, Accounting, or related fields,
- Demonstrated experience in requirements analysis, testing, and system implementation
- Experience with SAP modules (FI, MM, SD) is a strong asset
- Knowledge of SQL/PL-SQL and ability to analyse database issues is a strong asset
- Familiarity with IT service management methodologies
- Experience with financial IT systems such as ABAC, SUMMA, eGrants or eProcurement is an advantage
- Problem-solving orientation with ability to prioritize effectively in a dynamic environment
- Excellent communication skills in English (C1) and French (B1) with ability to translate technical concepts to business stakeholders
- Team player with strong interpersonal skills and commitment to knowledge sharing
- Knowledge of financial and accounting processes and the EU Financial Regulation 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:

(Reference: Call for interest EC/2025/BUDG/487856)



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-R03@ec.europa.eu indicating the call for interest reference EC/2025/BUDG/GFIV/487856 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 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 EU²
- AND have a satisfactory knowledge (minimum level B2)³ 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 database⁴ candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best

² 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).

³ 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>).

⁴ 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.