



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 try several areas of move between different policy 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.

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](#)

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



IT Product Officer – Business Solution Analyst

in DG HR of the European Commission

Job title: IT Product Officer – HR solutions

Domain: INFORMATION and COMMUNICATION TECHNOLOGIES

Where: Unit 04 - HR Digital Solutions & Business Process Efficiency, Brussels

Function Group: FG IV

Contract Type: 3b

Express your interest until: 13.10.2025 - 12.00 (noon, Brussels time)

WE ARE

The Human Resources and Security Directorate General (DG HR) oversees recruitment policy, training and career management, social policies and working conditions for Commission staff. It is also responsible for keeping buildings and employees safe and secure, making sure that work continues during crises and dealing with online security.

Unit HR.04 plans and coordinates the evolution of the corporate HR Information Systems, notably SYSPER (internal IT tool). We ensure these solutions align with the Commission's HR strategic vision and values.

We are a professional, friendly and welcoming team committed to making the HR strategy a reality. With a diverse range of talents and expertise, we foster an inclusive and cooperative work environment. Joining our unit means becoming part of a collaborative team, where colleagues strive to make a positive impact on EU Institutions and are prepared to go the extra mile to deliver results.

Acting as the primary liaison between DG HR and DIGIT (Directorate-General for Digital Services), we oversee joint planning for IT development in HR policy areas. Additionally, Unit HR.04 manages relationships with various stakeholders, including business units within DG HR and other members of the HR Family, such as a growing number of EU institutions and agencies utilising the Commission's HR solutions.

Furthermore, the unit plays a pivotal role in the HR Digital Transformation programme. This programme seeks to revolutionise the Commission's current HR IT landscape and that of its partners. This ambitious transformation aims to establish an HR IT platform that will spearhead the implementation of the HR Strategy.



WE PROPOSE

We are excited to offer an engaging and challenging position that provides support to a welcoming and dynamic unit. In this role, you will act as a bridge between business and technology and will be responsible notably for coordinating with Business Owners to identify needs, translating requirements into product specifications, planning and designing product roadmap, prioritizing product features and communicating to the various stakeholders of the evolution of the product and the related programmes and projects.

The duties of a business solution analyst include:

- Gather user needs and requirements and translate them into technical specifications.
- Decompose features into stories and contribute to ensuring that functionalities are well covered.
- Ensure the alignment with User Experience & accessibility requirements.
- Review business processes and propose options for automation/simplification.
- Establish and maintain regular contacts and exchanges with counterparts in the European Institutions using the Commission's HR IT systems.
- Monitor and support the development of training material, follow up of all documentation and training activities concerning the client.
- Assist with the coordination of the introduction HR IT solutions in other Institutions.
- Contribute to the preparation and delivery of business-oriented user training, instruction and/or counselling related to the use of HR IT systems in the business processes in other Institutions.
- Participate in meetings with other Institutions.

WE LOOK FOR

A dynamic and motivated colleague with a broad vision, a strong IT background, and an appetite for project management. The candidate should have:

- Proven experience in IT development projects as business analyst or product owner.
- Proven experience in working in definition of business requirements of systems as business analyst, product owner or business manager.
- Proven experience in working with Agile methodologies and principles (PM²-Agile, Scrum, SAFE).
- Experience with modelling tools (BPMN)
- Experience with reporting and creating project status updates.
- Ability to work in a pro-active manner.
- Strong communication skills, including the ability to effectively communicate with both IT and business partners.
- Proven analytical and organisational skills and very good written and oral communication skills.



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. completed application form.

Please send these documents by the publication deadline to HR-MAIL-04@ec.europa.eu indicating the call for interest reference EC-2025-HR-497863 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>).



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 1 years**. Subject to the interest of the service, the contract may be renewed one or more times up to a maximum duration of 6 years.

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

Contract agents recruited in Function Group IV have to successfully complete a 9-month probationary period.

⁴ Therefore, candidates who did not pass already a CAST on the level Function Group IV, should register their profile at this [address](#).



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.