



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 jobs 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](#)

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



IT Service Officer – IT Service Manager

Directorate-General Digital Services (DG DIGIT) of the European Commission

Selection reference: DG/COM/2025/2503

Domain: Information Technology

Where: Unit DIGIT.B.1 – „Data, Artificial Intelligence & Web“, Brussels

Staff category and Function Group: Temporary agent 2b – Administrator

Grade range: AD5-7

Publication deadline: 14.11.2025 - 12.00 (Brussels time)

WE ARE

The 'Data, Artificial Intelligence & Web' unit (DIGIT.B.1), in collaboration with other Commission services and stakeholders, provides high-quality services and expertise in data analytics, artificial intelligence, and web presence to support the European Commission's operations and strategic activities. This effort enhances efficiency through information sharing, interoperability, integration, and standardisation, facilitating the Commission's Digital Transformation and the implementation of EU policies. In the realm of external web presence, DIGIT.B.1 is the service provider for the EUROPA Web Platform, comprising the Europa Web Publishing Platform, Europa Community Platform SaaS, Webtools, Europa Component Library, and Open Europa Library.

WE PROPOSE

Unit B.1 of DIGIT is seeking an IT Service Officer – Service Manager to support its activities, particularly focusing on the Europa Web Platform and its services, including implementation, hosting, and technical support for multiple Drupal websites.

This role is crucial in project and service management, information management, quality assurance management and technical support. It involves coordinating project planning, workload management, and stakeholder relations, technical team management.

The officer will manage teams handling critical platforms, that have a high number of visitors as well as users. The person will provide guidance to the team on security, code quality and performance of other applications. Additionally, she/he will address operational needs, such as administrative procedures and logistical tasks related to onboarding and offboarding resources. The officer will ensure optimal performance in project delivery, service enhancements, stakeholder communication, and staffing procedures.



WE LOOK FOR

We look for an experienced, extremely well-organised and responsible colleague to contribute to the objectives of the unit and its sectors (e.g., Europa Web Platform). The varied and interesting work requires high motivation, high initiative, eagerness to learn, team playing capacity but equally capacity to work autonomously.

The ideal candidate should have:

- A level of education corresponding to completed university studies of at least four years in IT domain, attested by a diploma.
- At least three years' experience in IT Project Management or IT Service Management.
- At least three years' experience in leading central quality assurance technical teams in charge of multiple projects.
- At least three years' experience with managing ci/cd pipelines.
- At least ten years' experience integrating Opensource technologies.
- At least two years' experience in coordinating designing, implementing and managing shared pipelines. used by more than 100 applications.
- At least two years' experience in managing applications with multilingual support for several languages (more than 5 languages).
- Good organisational skills and an ability to work accurately with a critical eye for detail.
- Stakeholder management.
- Perform code review.
- Drupal knowledge is considered an advantage.
- Project Management certifications are considered advantageous.
- Excellent oral and written communication skills in English (C1).

The main working language of the unit is English.



HOW TO EXPRESS YOUR INTEREST?

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 Andrei.petrovici@ec.europa.eu indicating the selection reference DIGIT/COM/2025/2503 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.

Qualifications:

In order to be recruited for this position, you must have at least a level of education which corresponds to completed university studies of at least 3 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. Furthermore, before recruitment, you will be required to provide the documents that corroborate the eligibility criteria (diplomas, certificates and other supporting documents).

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU²
- AND a satisfactory knowledge (minimum level B2) of a second official language of the EU, to the extent necessary for the performance of the duties.

➤ What about the selection steps?

The post was published internally within the Commission, inter-institutionally, and brought to the attention of competition laureates.

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).



In accordance with Article 29 of the Staff Regulations, applications from Commission officials, officials from other Institutions, and laureates of competitions have priority³. If these candidates do not best fit the requirements for the position, the Commission can recruit a temporary agent.

For temporary agents under Article 2(a) of the [Conditions of Employment of Other Servants](#), the post is published directly on the EPSO website, without mandatory prior internal publication.

A selection panel will choose a limited number of candidates for interview, based on the CV and application form that they submitted. Due to the large volume of applications, we may receive, **only candidates selected for the next step of the selection phase 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 another 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 **Brussels**.

In case the successful candidate is not an official or a competition laureate, they will be recruited as a **temporary agent under Article 2(b) of the [Conditions of Employment of Other Servants](#), in function groups AD.**

³ Officials from the Commission or other Institutions are invited to use the standard channels (Sysper or inter-institutional vacancy portal).



➤ Grade

The recruitment grade, as well as the step in that grade, will be determined in accordance with [Commission Decision C\(2025\)4716](#) on policies for the engagement and use of temporary agents and with [Commission Decision C\(2013\)8970](#) laying down the criteria applicable to classification in step on engagement.

The recruitment grade will be calculated based on the qualifications and the number of years of professional experience, according to Art. 13 of the Commission Decision C(2025)4716. Higher grades may be granted exceptionally.

The duration of the **1st contract will be up to 4 years**. The contract might then be extended only once for a maximum of 2 years and in the interest of service, in accordance with [Commission Decision C\(2025\)4716](#) on policies for the engagement and use of temporary 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.