



## 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 Sweden<sup>1</sup>. 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](#)

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<sup>1</sup> 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

## in DG DIGIT of the European Commission

**Job title\*:** IT Service Officer – It Service Coordinator

**Domain\*\*:** Information and Communication Technologies

**Where:** Unit DIGIT.C.5.004, Digital Workplace Support, IT Asset Authority Sector, Brussels

**Function Group:** FG IV

**Contract Type:** 3b

**Express your interest until:** 23.02.2026 - 12.00 (noon, Brussels time)

### WE ARE

DIGIT.C.5 supports the Commission's Digital Workplace (DWP) by delivering IT tools and services to all staff. Key services include:

IT Helpdesk: Serving 40,000 users with ~500,000 annual requests.

Device Logistics: Managing 400,000+ IT assets (laptops, screens, mobiles, etc.).

Staff Onboarding: IT setup for new employees.

Roll-out Support: Assisting with deployment and change management of DWP solutions (developed by DIGIT.C.2).

The unit operates through five sectors:

- Front Office: First-level user support, including VVIP assistance.
- Logistics & Inventory: manages the whole life cycle of end-user IT equipment, from delivery to write-off, including stock management and inventory management.
- Quality & Processes: Ensuring service quality, process oversight, and helpdesk communications (with DIGIT Communication).
- IT Asset Authority:** Managing DWP IT budget, handling ad hoc product requests and assuming the role of Central Information Resource Manager for DWP.
- Remote Sites: Supporting Commission Representations and other remote EC sites to ensure a suitable and sustainable unified DWP and Audiovisual environment.

### WE PROPOSE

DIGIT.C.5 is seeking to hire one IT Service Adviser – Operational and Service Coordinator.

The position will consist of contributing to the operational coordination and continuous improvement of the Digital Workplace as a Service (DWPaaS). This includes ensuring effective collaboration between internal units and technical services, liaising with external service providers, and acting as a primary contact point for service customers. The jobholder will support service monitoring, follow-up of service level commitments, cost recovery and chargeback activities, and



the maintenance of service documentation. The role also involves contributing to cross-cutting projects, supporting the onboarding of new clients or entities, and participating in the modernisation and streamlining of operational and administrative processes.

## WE LOOK FOR

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We are looking for an IT Service Assistant with a strong operational and coordination profile, able to work at the crossroads of business needs, technical services, and administrative processes.

The ideal profile for the job is a candidate who:

- Has completed post-secondary education, preferably in information technology, business administration, management, or a related field.
- Has at least ten years of professional experience in areas such as IT service coordination, operational or administrative support, IT support and infrastructure, work or policy coordination, or business management and planning.
- Demonstrates a structured and methodical approach to service coordination, issue tracking, and operational follow-up.
- Is able to liaise effectively with diverse stakeholders, including technical teams, business users, and external service providers.
- Shows strong analytical and drafting skills, with the ability to maintain accurate service documentation and contribute to cost models and service monitoring.
- Works autonomously while contributing constructively to team-based and cross-cutting projects.
- Displays a high level of reliability, discretion, and personal integrity, particularly in environments handling sensitive or personal data.

## HOW TO EXPRESS YOUR INTEREST?

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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 [EC-DIGIT-C5-RECRUITMENT@ec.europa.eu](mailto:EC-DIGIT-C5-RECRUITMENT@ec.europa.eu) indicating the call for interest reference EC-2026-DIGIT-508898 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 EU<sup>2</sup>
- AND have a satisfactory knowledge (minimum level B2)<sup>3</sup> of a second official language of the EU, to the extent necessary for the performance of the duties.

#### ➤ What about the selection steps?

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<sup>2</sup> 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).

<sup>3</sup> 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 database](#)<sup>4</sup> 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 French.

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<sup>4</sup> Therefore, candidates who did not pass already a CAST on the level Function Group [IV], should register their profile at this address: <https://eu-careers.europa.eu/en/Cast-Permanent>



## **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 3 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.

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.