



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.

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

in DG DIGIT of the European Commission

Job title: IT Service Officer

Domain: Information Technology

Where: Unit DIGIT.C.1 - „Cloud Services & Software Broker“, Luxembourg

Function Group: FG IV

Contract Type: 3b

Express your interest until: 21.03.2025 - 12.00 (noon, Brussels time)

WE ARE

DIGIT interconnects people, data and processes across European Institutions and Member States. We provide staff with digital tools for collaboration and productivity, support digitally enabled policies and facilitate data-informed decision-making. By leading IT procurement and delivering secure, reliable and scalable digital services, DIGIT enables the Commission to work securely and effectively in a connected digital world.

DIGIT.C1 contributes to the digital transformation of the European Commission by fostering cost-effective purchasing channels for cloud services, software, and professional services. To fulfil its mission, the Unit hosts the operations of the procurement brokers for cloud, software, and professional services used by all EU Institutions, Bodies, and Agencies.

The Software Broker and FinOps sector establishes cost-effective purchasing channels for software solutions, SaaS, and related professional services, in close cooperation with all other DIGIT units involved (legal, financial, technical). Its unique value lies in its strong multi-disciplinary expertise, bridging the skills required to deliver efficient and sustainable procurement.

WE PROPOSE

DIGIT C.1 Cloud and Software Broker is looking to hire an IT Procurement Orchestration Service Manager profile (contract agent) to be a part of its Software and SaaS Brokering function, which aims to implement and streamline centralised procurement when it comes to software solutions for all EU Institutions, Bodies and Agencies, including the European Commission.

The Procurement Orchestration Service Manager is responsible for the end-to-end management, coordination, and continuous improvement of a procurement orchestration service delivered on a DIGIT-managed digital platform and underpinning the inter-institutional Software and SaaS Procurement Broker. The orchestration service will enable automated request, approval, procurement, fulfilment, and lifecycle management of software and SaaS assets and services through standardized and integrated processes.

The role covers service design, implementation, transition to operations, and sustainable service delivery, including the coordination of teams responsible for platform configuration, process



automation, system integrations, and operations, while ensuring service availability, performance, compliance, and continuous evolution in line with procurement policies, digital strategy, and ITIL best practices, with a strong focus on automation, transparency, and user experience.

WE LOOK FOR

We are looking for a dynamic individual with experience in the IT domain. The ideal profile for the job is a professional with at least 5 years of demonstrated experience in designing, delivering, and managing IT-enabled services in large organisations, within complex and cross-functional environments, including practical experience in service management based on the ITIL framework and in managing complex service implementation projects.

Knowledge in the below domains will also be considered an advantage during the selection process:

- at least 3 years in managing enterprise services and platforms: knowledge of procurement process design, automation, and digital service delivery, including self-service platforms and workflow automation;
- At least 2 years in service design and delivery within EU Institutions, including close familiarity with the DIGIT Information Systems and Services landscape, methodologies and technical environments;
- at least 1 year in working within public procurement frameworks and regulations, including demonstrated ability in managing outsourced contracts and deliverables



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

[DIGIT-C1-OFFICIALS-RECRUITMENT@ec.europa.eu](mailto:<u>DIGIT-C1-OFFICIALS-RECRUITMENT@ec.europa.eu</u>) indicating the call for interest reference **EC/2026/DIGIT/495206** 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.

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>).



➤ 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 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 **Luxembourg**.

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 year**. 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).

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



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.