



## **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 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.

For more information [ec.europa.eu/work-with-us](https://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](#)

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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 Assistant

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

**Selection reference:** DIGIT/COM/2026/270

**Domain:** Information Technology

**Where:** Unit DIGIT.C.5.002 – “Digital Workplace Support, Logistics Sector”, Luxembourg

**Staff category and Function Group:** Temporary agent 2b/2d – Assistant

**Grade range:** AST1-3

**Publication deadline:** 20.02.2026 - 12.00 (Brussels time)

### WE ARE

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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

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Unit DIGIT.C.5.002 is seeking to hire an IT Service Assistant to reinforce its activities in ICT equipment logistics, inventory management, and related operational and administrative support, based in Luxembourg and working in close cooperation with Brussels and other Commission sites.



The successful candidate will:

- Coordinate and supervise ICT logistics operations, including installations, moves, withdrawals, stock management, and inventory control, in compliance with the Inventory Regulation.
- Plan, monitor, and validate logistics activities carried out by external contractors, ensuring compliance with contractual and operational requirements.
- Manage warehouse, storage, and stock activities, including inventory accuracy and availability of supplies.
- Contribute to ICT equipment write-off and decommissioning procedures.
- Liaise with central services, user services, and other stakeholders, including in the context of building relocations.
- Support procurement procedures and contribute to drafting technical specifications and evaluating offers.
- Produce reports, analyses, and dashboards, and contribute to the drafting and improvement of operational procedures.

The offered post is located in Luxembourg.

## **WE LOOK FOR**

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We are looking for an IT Service Assistant, preferably with a minimum of five years of job-related experience in ICT support and infrastructure, able to work autonomously in a regulated, multi-site environment.

Job-related experience and knowledge:

- Experience in ICT equipment logistics, inventory, stock, and contractor coordination.
- Experience or understanding of programme, process, and project management.
- Familiarity with procurement processes.
- Knowledge of logistics operations, supplies, storage, and inventory management.

Skills and competencies:

- Strong communication skills and client-oriented approach.
- Ability to deliver quality results, monitor resources, and act upon operational issues.
- Strong organisational skills, with attention to detail and the ability to prioritise and work in a structured manner.
- Ability to work proactively and autonomously, while contributing effectively to a team.
- Leadership potential and awareness of individual differences.

IT tools and languages:

- Very good command of office automation tools, including Excel, MS Office, Outlook, and Word, and familiarity with web-based IT tools.
- A minimum of C1 in English and B2 in French, or vice versa.
- Other knowledge (an asset to have):
  - ITIL certification
  - PowerBI
  - ServiceNow.



## HOW TO EXPRESS YOUR INTEREST?

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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 selection reference DIGIT/COM/2026/270 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 post-secondary education attested by a diploma, or
- a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

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 EU<sup>2</sup>
- 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.

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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).



In accordance with Article 29 of the Staff Regulations, applications from Commission officials, officials from other Institutions, and laureates of competitions have priority<sup>3</sup>. If these candidates do not best fit the requirements for the position, the Commission can recruit a temporary agent.

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 French.

## **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. Candidates are required to undergo a security vetting that is conducted with the national administration of the Member State.

### **➤ Type of contract and working conditions**

The place of employment will be **Luxembourg**.

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)/2(d) of the [Conditions of Employment of Other Servants](#), in function groups AD, AST or AST/SC.**

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<sup>3</sup> 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 **1<sup>st</sup> contract will be of 1 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.