



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 Sweden. 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](#)



IT Business Analysis Assistant – Customer Relationship and Business Manager Assistant

In the Paymaster Office (PMO) of the European Commission

Job title: IT Business Analysis Assistant – Customer Relationship and Business Management Assistant

Domain: Remunerations, Rights and Obligations

Where: Unit PMO.6 – “Digital Solutions” - Brussels

Function Group: FG III

Contract Type: 3a

Express your interest until: 30.03.2026 - 12.00 (noon, Brussels time)

WE ARE

The mission of the PMO (Paymaster Office or Office for the administration and payment of individual entitlements) is to provide a high-quality and user-friendly service to beneficiaries by promptly and accurately managing, determining and paying individual rights and expenses (e.g., salaries, pensions, sickness insurance reimbursements and mission expenses).

PMO.6 – Digital Solutions, based in Brussels, provides services, solutions, guidance and expertise in the areas of data and reporting, IT security, IT application coordination and infrastructure. Consequently, the unit supports the operational and strategic activities of the PMO with the aim to improve efficiency through information and knowledge sharing, interoperability, integration and standardisation. The support team provides support to users on any IT issues related to the IT applications underpinning all the business processes in PMO: salaries and the payroll system, missions, reimbursement of medical expenses, reimbursement of candidates and experts' expenses. In addition to the support of the systems, the team is responsible for the management of access rights for the applications.

WE PROPOSE

PMO.6 is seeking to hire an IT Business Analyst Assistant within the Digital support sector.

Working under the supervision of an official or a temporary agent, your responsibilities will be multiple and varied.

As part of the Digital operations sector of PMO you will work to ensure a high-quality delivery of initiatives linked to customer care.



Main tasks:

- As Customer Relationship Manager assistant, you ensure in an inter-institutional context, the adoption and coordination with PMO business operations and representatives of the PMO Customers of the IT solutions and services underpinning the PMO SLAs (Service Level Agreements) and PMO services in place with different EUIBAs (EU Institutions, Bodies and Agencies).
- As Business Manager assistant, you assist and act daily on behalf of the System Owners responsible for the PMO Customer Care related digital solutions. You coordinate the implementation of the business changes while ensuring the high-quality and proper functioning of the supporting IT solutions. Liaise with the IT organization and the PMO business units to maintain, support and improve the business processes supporting Customer Care activities and assure the necessary quality of solutions.

Your main responsibilities will include:

1. Assist the unit by liaising between PMO Customers, business user representatives and business managers.
2. Analyse and evaluate the working methods and processes, propose improvements in service roll-out activities.
3. Support and facilitate the Customer Relationship Management governance in place in PMO from the IT perspective, including Identifying the digital solution services needed to ensure stakeholder satisfaction.
4. Contribute to improving roll-out processes and coordinate actively with the PMO Business Managers the required changes to support the implementation of the SLA and related PMO services with the EUIBA Customers.
5. Regularly collect, help and advise business stakeholders in definition of needs. Review business needs, validate them with business and help setting priorities.
6. As Business Manager for Customer Care, plan, organize and monitor changes within the IT solutions supporting the business processes under the domain's remit.
7. Draft the annual IT work plan, plan and organise implementation activities with business stakeholders and the IT services provider, in line with the IT and business strategic objectives.
8. Regularly follow and report on progress and implementation of projects, changes and operations.
9. Prepare and coordinate meetings and activities with different stakeholders (Business Units, Architecture Office, Analysis and Quality teams, IT Service Provider DIGIT, Compliance and Data protection, Operations, Communication team, ...), write reports, notes, minutes, communications or other supporting documents.

This work is crucial for the efficient management of services for which the PMO acts as provider, ensuring that the underlying activities are reliable, consistent and accessible. It is carried out in close cooperation with business experts, project managers, data specialists in other IT sectors of PMO.6, and with the Directorate-General for Digital Services (DIGIT).

The selected colleague might also be requested to work elsewhere in the PMO depending on the needs of the service.



WE LOOK FOR

We are looking for a structured, dynamic and precise professional, with strong business architecture background, excellent analytical skills and a client-oriented mindset. The ideal profile should demonstrate:

- Relevant professional experience of business analysis within digital transformation projects, business process modelling & optimisation.
- Relevant professional experience of customer relationship management within customer care and stakeholder management.
- Good knowledge on software development lifecycle, including service management, project management and Agile methodologies.
- Good knowledge of IT service management methodologies (ITIL, etc), technologies and tools.
- Proven ability to gather requirements, model data and translate complex needs into concrete business solutions' deliverables.
- Knowledge of the regulatory framework (Staff Regulation, Financial Regulation) would be an asset.
- Excellent command of English (oral and written) is required; knowledge of French is an asset.
- Familiarity with PMO business areas would be an asset: insurance, reimbursement, social security, business travel and finance.

In addition, the selected candidate should demonstrate the following personal qualities:

- Proactivity and ability to respect priorities and deadlines, including working under pressure during peak periods.
- Team spirit and ability to collaborate effectively with diverse stakeholders.
- Methodology, thoroughness, responsiveness and a strong sense of client service.
- Willingness and capacity to acquire new knowledge, especially in the fields of customer care and IT systems, and to leverage previous experience in similar domains.

The candidates are susceptible when needed by the service to provide support to other Sectors.

The pre-selected candidates will be invited to an interview and written test soon after the closing date for application.



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 PMO-PUBLICATIONS-AC@ec.europa.eu indicating the call for interest reference EC/2026/PMO/423393 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 post-secondary education attested by a diploma OR
- (b) 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.

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU¹
- AND have a satisfactory knowledge (minimum level B2)² 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 database³ candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best

¹ 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).

² 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.

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(a) of the [Conditions of Employment of Other Servants](#), in function group FG III**. 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**. The contract may be renewed in the interest of the service for a definite duration. If a second renewal of the contract is in the interest of the service, the contract will be for an indefinite duration.

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 III have to successfully complete a 9-month probationary period.

³ Therefore, candidates who did not pass already a CAST on the level Function Group III, 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.