



## **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](#)

---

<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.



# Case Handler

## in the Directorate-General for Communications Networks, Content and Technology (DG CONNECT)

**Job title:** Case Handler

**Domain:** Communications Networks, Content and Technology

**Where:** Unit CNECT.D.2 – “Digital Markets”, Brussels

**Function Group:** FG IV

**Contract Type:** 3b

**Express your interest until:** 27.04.2025 - 12.00 (noon, Brussels time)

### WE ARE

---

We are a team of 40 enthusiastic and highly motivated officials, with a range of different skills (legal, economic, technical, data protection, data science, computer science) working in a multidisciplinary environment

We are the Unit in charge of the implementation of the Digital Markets Act (DMA) within the Directorate Online Platform: Economy. Together with the Digital Services Act (DSA), the DMA constitutes a ground-breaking new regulatory framework for the largest online platforms, whose enforcement, for the first time, has been entrusted to the European Commission. The Unit is part of the DMA team (together with DG Competition) and manages the processes of (i) designating the gatekeepers, (ii) enforcement of DMA obligations and (iii) regulatory dialogue and monitoring of compliance with the DMA. For example, we oversee the compliance by the designated gatekeepers of the obligation of interoperability, prohibition of data combination and self-preferencing, obligation of offering choice screens and provide more advertising transparency etc.

### WE PROPOSE

---

Unit CNECT.D2 is seeking to recruit a case handler for the implementation of the Digital Markets Act. The successful candidate will participate to the supervision of gatekeepers' compliance with the DMA obligations, while (s)he may contribute to issues of interplay with the Digital Services Act. We offer work that is novel, intellectually stimulating and interactive, with regular contacts with other services of the Commission as well as external counterparts. We offer a friendly and open-minded team where colleagues are given a high degree of autonomy in carrying out their tasks.



The successful candidate will work on:

- Assess operating system developments, data-related safeguards applied by gatekeepers, algorithmic ranking and organisation of content, AI practices. Reviewing and analysing such practices to identify risks of non-compliance with EU law requirements.
- Detect and investigate potential non-compliance with the DMA, including in the exercise of the powers attributed to the Commission such as conducting investigations and inspections, interviews or requests for information
- Engaging with relevant counterparts, such as gatekeepers, business users or end users of gatekeepers as well as associations that represent them, to gather knowledge and evidence to support the application of the DMA.

## **WE LOOK FOR**

---

We are looking for a dynamic, pro-active and highly motivated data protection expert having the following profile:

(S)he holds a university degree relevant for the specific profile and at least two years of relevant professional experience in the following field:

Application of data protection legislation, compliance with data protection requirements in the public sector or working for private sector operators.

The successful candidate should be a team player, who can also work autonomously. (S)he should also have:

- experience with EU policy and enforcement as well as genuine interest in our policy.
- a structured and thorough approach to work, even under tight deadlines.
- excellent analytical skills and good communication skills in English, notably drafting skills.
- high work ethics, sense of duty and respect of deadlines.

## **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 [CNECT-DMA@ec.europa.eu](mailto:CNECT-DMA@ec.europa.eu) indicating the call for interest reference EC/2026/CNECT/491845) 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?**

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

---

<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>).



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.

---

<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 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).

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.