



## **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 Officer – IT Systems

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

**Selection reference:** DIGIT/COM/2026/5

**Domain\*:** Information Technology

**Where:** Unit DIGIT.C.3 – „Data Centres and Private Cloud“, Luxembourg

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

**Grade range:** AD5-7

**Publication deadline:** 26.06.2026 - 12.00 (Brussels time)

### WE ARE

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The Directorate-General for Digital Services (DIGIT) is responsible for providing digital services that support the Commission directorates and EU institutions in their daily work and that help public administrations in EU member countries

Within the directorate "Digital Workplace & Infrastructure" the unit DIGIT.C.3 "Data Centres & Private Cloud", located in Luxembourg provides services around compute, memory and storage for IT professionals. These services are critical piece for supporting information systems of the EC in a 24by7 setup.

The mission of the unit is to engineer, operate and continually improve a reliable, cyber-resilient and cost-effective Private Cloud for the European Commission. It is based on a modern data center infrastructure that has been consolidated into Tier IV certified facilities and is web-scale ready, flexible, agile, and secure. It is built on carefully selected, tightly managed, and cost-effective products and technologies that are wisely operated through a mature service outsourcing framework.

The mission of DIGIT.C.3 "Data Centres & Private Cloud" fits within DIGIT's objective to provide, both on premise and in the cloud, resilient IT infrastructure services that underpin the information systems and digital workplace of the European Commission.

These services are provided in a cost-effective way, through Service Level Agreements that reflect the needs of the Commission, harnessing the appropriate products and solutions from the market, through a careful selection and according to public procurement procedures, anticipating as far as possible the future needs.



## **WE PROPOSE**

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We offer a position of Service Delivery Manager to

- operate our large Windows Hosting Service supported by a managed service provider
- coordinate, advise, and support clients in using corporate Windows Hosting services in scope of DIGIT.C3.

The Service Delivery Manager, in addition to the day to day operation of the environment is in charge of translating customer requirements into fit-for-purpose delivery of services, based on the corporate service offering.

The job includes the following responsibilities:

- Maintain and evolve corporate service offerings within the scope of DIGIT.C3 services and focus on the Digital Workplace support and Information Systems hosting services.
- Propose service roadmaps that drive the continuous improvement in terms of agility, reliability and cost efficiency.
- Participate to- and/or lead stakeholder meetings, including meetings with DGs to gather business requirements.
- Coordination and supervision of projects and programs, based on delivery through a managed service provider.
- Supervise the operation of the managed service provider, through SLA & KPI's for a portfolio of services defined with your Head Of Sector.
- Act as a "pre-sales engineer" organizing consultancy.
- Supervise service communications to clients and act as escalation point for service delivery.
- Define and implement measures to oversee service quality, capacity and availability, including adherent reporting

The job offers a large freedom for taking initiatives in a very captivating environment, good team spirit, and a work setup permitting the opportunity to interact with IT services across the Commission.

To exercise the role, the selected candidate will manage the interaction with a group of technology experts working under a Managed Service contract, including architects, project managers and operational teams.

The post is in Luxembourg.

## **WE LOOK FOR**

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The successful candidate must be able to demonstrate that he/she:

- has a solid experience in computer service operations and in the setup of Data Centre infrastructures;
- has a solid experience in the management of service contracts and service outsourcing;
- has strong organizational and negotiation skills, together with excellent written and oral



- communication skills for conducting contractual activities in the context of Product Management;
- has the ability to develop and implement a strategy and give clear directions in the areas covered by the sector;
  - is a motivated and energetic individual with a service-minded attitude accompanied by excellent interpersonal and people management skills.

A computer science background, preferably in IT Infrastructure as well as experience in managing contracts is an asset. Prior experience in large scale windows server environments is an advantage. Certification in service management and project management would be an advantage.

The candidate must hold a security clearance at SECRET-EU level or be in a position to be security cleared.

## **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 [DIGIT-B4-C3-SECRETARIAT@ec.europa.eu](mailto:DIGIT-B4-C3-SECRETARIAT@ec.europa.eu) indicating the selection reference DIGIT/COM/2026/5 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 education which corresponds to completed university studies of at least 3 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. 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 possibly in another language.

## **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) 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.