



## **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, the Czech Republic, Denmark, the Netherlands, Estonia, Finland, Germany, Ireland, Latvia, Luxembourg, Malta, Poland, 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](#)



# IT SERVICE ASSISTANT

## in DG TAXUD - EUROPEAN COMMISSION

**Job title:** IT service assistant - Carbon Border Adjustment Mechanism (CBAM) Central Payment Platform (CCP) Operations Assistant

**Domain:** Information Technology

**Where:** Unit B.2 - Architecture and Digital Operation, Brussels

**Function Group:** FG III

**Contract Type:** 3b

**Express your interest until:** 04/06/2026 - 12.00 (noon, Brussels time)

### WE ARE

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The Directorate-General for Taxation and Customs Union's (DG TAXUD) mission is to promote fair and sustainable policies that generate revenue for the EU and its Member States and ensure that EU citizens and businesses benefit from global trade and a safe and secure Single Market protected at its borders.

Within DG TAXUD, Directorate Digital delivery of Customs and Taxation Policies (Directorate B) is responsible for the Common Customs Tariff, including classification, suspensions and quotas for goods entering the EU. The directorate is also the digital powerhouse of TAXUD, dealing with digital policies aspects in customs and taxation, as well as with the digital delivery. The directorate is in the lead for the EU Single Window Environment for Customs, and the digital delivery of the Union Customs Code, the Customs Reform, the CBAM and all the initiatives in customs, direct and indirect taxation, which have a daily impact on the lives of citizens and businesses. As such, the directorate also runs a large-scale digital operation which is the second largest in the Commission in terms of budget and size.

Within Directorate TAXUD.B, unit TAXUD.B2 is responsible for Digital, Data Policies and AI, the preparation of the EU Customs Data Hub in the context of EU Customs Reform and the CBAM Registry deployment and management.

TAXUD.B2 employs 25 officials supported by approximately 35 proximity IT consultants with a yearly budget around 65 million EUR, and all operational services are outsourced in near EU shore. Directorate B is modernising its digital outsourcing model opting for Business Disentanglement Verticalization, Agile, DevSecOps, SaaS & Cloud hosting End-To-End procurement schemes exploring synergies with other EC corporate Services procurement schemes.

The vacant post is in the TAXUD.B2 CBAM team. The team consists of 20 people. The team is responsible for the maintenance of the CBAM Transition system and CBAM definitive system delivery. For the further details concerning Carbon Border Adjustment Mechanism (CBAM) please

(Reference: Call for interest EC/2026/TAXUD/453922)



check: [https://taxation-customs.ec.europa.eu/carbon-border-adjustment-mechanism\\_en](https://taxation-customs.ec.europa.eu/carbon-border-adjustment-mechanism_en)

## **WE PROPOSE**

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TAXUD.B2 is seeking a dynamic contractual agent with a service support mindset to join the Carbon Border Adjustment Mechanism (CBAM) delivery team to supervise the CBAM service management in the context of CBAM day-to-day operations and support for the end users.

The successful candidate will coordinate the operations and evolutive maintenance for the interface between CBAM Registry and Central Payment Platform (CCP):

- Operational Monitoring of the system to follow the evolution of the CBAM traffic, and volumetric as well as to identify potential issues.
- Availability monitoring – to detect and address unplanned interruption of service or quality reduction of CBAM system processes.
- Incident management to ensure that CBAM related services are delivered according to defined Terms of Collaboration and SLA. Including the follow of related statistics.
- Problem Management, identifying the problems (recurring incidents) and supporting the root cause analyses. He/she will also manage the list known errors.
- CCP interface evolutive maintenance addressing new business and technical requirements
- Coordinate the Conformance Tests of CBAM Registry - CCP

The successful candidate will act as Service Manager for CBAM Registry / CCP interface plan, coordinating the services delivered by the operational contractors managing CBAM Operations in DG TAXUD Data centre, as well as other contractors supporting end users. He/she will coordinate the preparation of operational readiness for the CCP interface and related future improvements. He/she will supervise the work of the external teams, propose improvements, and escalate when needed. He/she will also collaborate with internal TAXUD team to ensure operational excellence.

The primary objectives are:

- to maintain CBAM Registry / CCP interface system up and running with very limited unplanned downtimes for the end users.
- to ensure that SLA for incident management is followed by all parties and report in case of deviations.
- to ensure that CBAM Registry / CCP interface is operated in the way which is raising no complaints from the end user or business teams.

He/she will coordinate with CBAM team and operational contractors to ensure that next versions of the CBAM registry and CCP system support the above objectives.



## **WE LOOK FOR**

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A candidate having a high sense of responsibility, strong organisation skills, coordination and planning skills. He/she should have the ability to work in a proactive and autonomous mode, to set and communicate priorities. He/she should be well organised, rigorous, and eager to deliver quality results on time. He/she should be flexible with a result-oriented mind-set. The candidate should have good communication and negotiation skills.

A candidate having understanding of the Service management and operations, ITIL, and being able to coordinate work of service support and operations teams for CBAM.

Experience in the Service management, operations and team coordination is required (5 years). A candidate will be expected to ensure quality and review technical project deliverables from contractors (functional/ technical specification, design, testing, deployment, etc) or other project stakeholders; Evaluate technical offers of TAXUD contractors and vendors.

The candidate must be able to understand complex system design, and operational challenges of different technologies being uses. (e.g. Containers, DEVSECOPS, KAFKA, Camunda or similar).

The candidate should be constructive in teamwork / co-operation as well as in internal and external communication, maintaining effective relationships within the organization.

The ideal candidate is expected to represent client oriented approach and the clear commitment to delivery required services.

A dynamic, motivated and open-minded colleague willing to be part of a multi-cultural team and contribute to its collaborative atmosphere.

The experience in the projects designing or operating payment services is considered as strong advantage.

Experience in EU institutions and knowledge of Commission procedures is considered as an advantage.

Good written and oral communication skills are essential. Excellent command of English is essential.

## **HOW TO EXPRESS YOUR INTEREST?**

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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 [TAXUD-UNIT-B2@ec.europa.eu](mailto:TAXUD-UNIT-B2@ec.europa.eu) indicating the call for interest reference EC/2026/TAXUD/453922 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 EU<sup>1</sup>
- AND have a satisfactory knowledge (minimum level B2)<sup>2</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>3</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

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<sup>1</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>2</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.

## **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 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 2 years**. 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 III have to successfully complete a 9-month probationary period.

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<sup>3</sup> Therefore, candidates who did not pass already a CAST on the level Function Group III, should register their profile at this address <https://eu-careers.europa.eu/en/Cast-Permanent>



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.