



## **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](#)



# Information Systems Assistant Team Coordinator Payroll Applications Support

**in the Paymaster Office (PMO) of the European Commission**

**Job title:** Information Systems Assistant - Team Coordinator Payroll Applications Support

**Domain:** Remuneration, Rights and Obligations

**Where:** Unit PMO.6 – “Digital solutions”, Brussels

**Function Group:** FG III

**Contract Type:** 3a

**Express your interest until:** 29.05.2025 - 12.00 (noon, Brussels time)

## **WE ARE**

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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).

In addition, PMO manages several funds, such as the unemployment fund and the Joint Sickness Insurance Scheme, whose beneficiaries are current and former EU staff.

PMO comprises 8 units based in Luxembourg, Ispra and Brussels.

Within the PMO, the unit “PMO.6 – Digital Solution”, 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 Digital Support Services sector provides functional and technical support to users during normal working days on any issues related to the IT applications underpinning all the business processes in PMO: salaries and the payroll (Human Resources Management system tool – Sysper, Rights and Payment Management tool – NAP), missions (Mission Processing System – MIPS), reimbursement of medical expenses (JSIS Online, ASSMAL), reimbursement of candidates and experts’ expenses (AGM), and MyPMO and Staff Matters support portals (Staff Centre & Pensioner portal). A call centre service is in place to support our post-active users by phone. In addition to providing support of the IT applications, the team is also responsible for the management of access rights for the applications, the IT communication and IT trainings.

(Reference: Call for interest EC/2026/PMO/423439)



## **WE PROPOSE**

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A post in PMO.6 IT Digital Support Services sector as team lead/coordinator of the Application Support team, specialized in the functional and technical support of the PMO Payroll ecosystem (NAP). Under the authority of the Head of Sector, your responsibilities will be multiple and varied and carried out in cooperation with the business and project managers and subject matter experts in the other sectors at PMO.6 and DIGIT.

As the team coordinator, you will:

1. Lead, coordinate and monitor the resources and activities of the team responsible for the Payroll support services.
2. Report on the activities of the team in line with the process reporting requirements.
3. Work closely with the knowledge and process management team to implement and improve the approved policies and processes across the support team.
4. Support the Head of Sector with contribution to defining the overall strategic objectives of the unit, the work program (UMP) and the specific objectives (Action Plan).

In parallel, you will be involved in the definition and implementation of the continuous improvement plan of the IT support service, the rollout of Payroll services to PMO customers and the upgrading of the functionalities to be developed in the Payroll ecosystems. This work is crucial for the efficient management of all payments of entitlements of the Institutions and agencies for which the PMO acts as a service provider.

## **WE LOOK FOR**

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We are looking for a structured, accurate and client-service oriented professional with the ability to coordinate a small team. The successful candidate will work autonomously while demonstrating strong team spirit. They will have proven experience in team coordination, as well as in analysing and resolving complex issues.

The role requires sound knowledge of payroll and financial entitlements. Knowledge of the relevant regulatory framework (Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union<sup>1</sup>, Joint Sickness Insurance Scheme<sup>2</sup>, etc.) and of the information systems supporting PMO business processes, such as Mission Processing System (MIPS), Human Resources Management system tool (Sysper), Post Activity Beneficiary Suite (PABS), Payment Factory, tools for the reimbursement of medical expenses (JSIS Online, ASSMAL), PMO Mobile, including EU Login, etc., would be an advantage.

## **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.

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<sup>1</sup> [EUR-Lex - 01962R0031-20210101 - EN - EUR-Lex](#)

<sup>2</sup> [JSIS](#)



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 EPSO PUBLICATIONS](#) indicating the call for interest reference EC/2026/PMO/423439 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>3</sup>
- AND have a satisfactory knowledge (minimum level B2)<sup>4</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>5</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>3</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>4</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.

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<sup>5</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>



## **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.

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.