



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 Sweden¹. 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](#)

¹ Please note that the list of underrepresented Member States may be subject to future amendment based on potential data changes over time.



Networks Service Delivery Manager

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

Selection reference: DIGIT/COM/2026/579

Domain*: IT Support and Infrastructure

Where: Unit DIGIT.C.4.004 – Networks and Telecommunications, Brussels

Staff category and Function Group: Temporary agent 2b – Administrator

Grade range: AD5-7

Publication deadline: 19.06.2026 - 12.00 (Brussels time)

WE ARE

The Directorate-General for Digital Services (DIGIT) plays a pivotal role in the transformation and modernisation of the European Commission departments, institutions and agencies. DIGIT aims to position the Commission as a data-driven, user-centric and cybersecure organisation.

Under this broader DIGIT mission, the unit DIGIT.C.4 provides secure, reliable and resilient corporate network and telecommunication services.

The range of services offered span across data network and overlaying services supporting internal and external data communications, telephony, unified communications and collaboration platforms.

Within the unit, the sector DIGIT.C.4.004 (Pan-European Network Services) delivers and operates TESTA-EIRIS, a catalogue of standard yet customizable connectivity services, providing resilient, secure and trusted pan-European connectivity for EU institutions, Agencies and Bodies and Member State administrations. In the context of the transition from the legacy TESTA-ng service to TESTA-EIRIS, the services are evolving from a single-provider model towards a multi-provider service portfolio. This introduces the need to integrate multiple contracted services into one operational capability, with consistent governance, performance management and security controls. The sector works in close collaboration with external contractors and telecom providers, in a mixed procured and managed services delivery model.

DIGIT.C.4 services are at the cutting edge of major technological and market advancements, promoting the use of open-source tools and DevOps practices to establish a software-defined network environment. The unit ensures a proactive approach to these developments, anticipating potential impacts on services where possible, to remain aligned with evolving needs.



WE PROPOSE

Are you ready to contribute to a sovereign, secure and trusted pan-European connectivity capability that enables European Union Entities and Member State administrations to collaborate and exchange data?

We are looking for an IT Service Officer - Service Delivery Manager to strengthen end-to-end service delivery for TESTA-EIRIS within the Pan-European Network Services sector. As Service Delivery Manager, you will lead delivery governance covering a portfolio of contracted services, including backbone connectivity, last-mile services with telecom providers, field services, security services, and network management services. You will ensure that these components operate as one coherent service capability, with clear performance management, service reporting, and continuous improvement. The role requires regular coordination with internal stakeholders within DIGIT, the Commission and key stakeholders, as well as with multiple service providers operating in a multi-customer environment.

Your key responsibilities:

- Manage end-to-end service delivery across the TESTA-EIRIS portfolio, coordinating several suppliers and service components so they operate as one service.
- Establish and maintain the service governance model, including regular service reviews, escalation paths, operational coordination and decision follow-up.
- Define and monitor KPIs, SLAs and OLAs to ensure reliable service performance, clear reporting and consistent quality across providers.
- Coordinate service transitions and service changes, maintaining operational readiness, proper documentation, monitoring integration and controlled implementation.
- Oversee ITIL-based service management processes such as incident, problem, change, capacity, availability and continuity management, with a clear focus on reporting and continuous improvement.
- Support the management of contracts and suppliers by tracking deliverables, reporting commitments, risks and remediation actions.
- Help develop modern service delivery approaches so that tools, processes and operating models support software-defined services.
- Work closely with DIGIT security and monitoring teams to ensure compliance with security requirements and operational controls.

WE LOOK FOR

We are looking for an experienced service delivery professional with a strong background in IT network service delivery and a structured approach to service governance in multi-provider environments.



As part of our team, you will:

- Take ownership of delivery governance for critical pan-European network services.
- Drive consistent operational performance across multiple suppliers, maintaining consistency through metrics, reporting, and service reviews.
- Strengthen the service management framework and contribute to service evolution.

The ideal candidate:

- Combines a strong service management mindset with a practical focus on results, user value and operational continuity.
- Has relevant experience managing IT network services from end to end, ideally in a telecom environment or in a large enterprise with an internal provider setup.
- Is familiar with wide area network services and understands how this affects day-to-day operations, including monitoring, incidents, changes and service performance.
- Is able to communicate clearly, assess priorities and deal with issues in a structured and pragmatic way.
- Can organise and align work across different suppliers and internal teams.

Desirable experience:

- Working knowledge or certification in IT Service Management (ITIL).
- Experience with multi-supplier integration, service transition and operational readiness in complex environments.
- Experience in secure service delivery and coordination with security operations.
- Familiarity with service reporting, supplier governance, and procurement or contract follow-up.
- Proven knowledge of WAN and SD-WAN technologies and architectures.
- Experience in the application of Zero Trust architecture.

If you are looking for a role combining service delivery leadership, pan-European scale, and a complex multi-provider environment, we would like to hear from you.



HOW TO EXPRESS YOUR INTEREST?

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: Titus.Purdea@ec.europa.eu indicating the selection reference DIGIT/COM/2026/579 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 EU²
- 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.

² 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 priority³. If these candidates do not best fit the requirements for the position, the Commission can recruit a temporary agent.

For temporary agents under Article 2(a) of the [Conditions of Employment of Other Servants](#), the post is published directly on the EPSO website, without mandatory prior internal publication.

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 **Brussels**

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.**

³ 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 **1st contract will be up 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.