



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 try several areas of move between different policy 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 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](#)



Support Analyst – PMO IT Application Support

in the Paymaster Office (PMO) of the European Commission

Job title: Support Analyst – PMO IT Application Support

Domain: Information Technology

Where: Unit PMO.6 – “Digital Solutions” - Brussels

Function Group: FG III

Contract Type: 3a

Express your interest until: 31.08.2026 - 12.00 (noon, Brussels time)

WE ARE

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 is managing several funds, such as the unemployment fund and the Joint Insurance Scheme whose beneficiaries are currently employed and former EU staff.

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

Within PMO, the unit **PMO.6 – Digital Solutions**, based in Brussels, provides services, solutions, guidance and expertise in the areas of data and reporting, IT security, IT application portfolio management and coordination, business analysis, and infrastructure. In this capacity, the unit supports PMO’s operational and strategic activities, with the objective of improving efficiency through information and knowledge sharing, interoperability, integration, and standardisation of digital solutions.

The **Digital Support Services Sector (PMO.6.003)** provides functional and technical support to users and professionals in relation to the IT applications underpinning PMO’s business processes. These include applications for individual rights and payroll (**SYSPER Rights, PABS and NAP**), reimbursement of mission and commuting expenses (**MIPS+**), reimbursement of medical expenses (**JSIS Online, Assmal 2**), reimbursement of candidates’ and experts’ expenses (**AGM**), as well as the user interaction channels **MyPMO** and **Staff Matters (Staff Centre and Pensioners’ Portals)**.



A call centre service is also in place to provide telephone support to post-active users.

In addition to supporting these IT applications, the sector is responsible for managing application access rights, coordinating IT communication and knowledge, and organising IT training activities in close cooperation with **PMO.8 – General Affairs**.

WE PROPOSE

PMO.6 is seeking to hire a **Support Analyst** specialised in the **functional and technical support of the PMO IT applications landscape**. The successful candidate will contribute to the day-to-day support, monitoring, quality assurance and continuous improvement of IT services and applications supporting PMO business processes.

Working under the supervision of an official or temporary agent, the role involves a broad range of support, assisting in coordination and analytical tasks, carried out in close cooperation with business teams, project managers and technical stakeholders in PMO.6 and DIGIT. As a member of the support team, the selected colleague will:

- Contribute to the registration, follow-up and potential escalation of incidents received from colleagues from all institutions, agencies, and from active and post-active users.
- Ensure the application of the rules governing the PMO business in the IT tools.
- Conduct pro-active monitoring and systematic root cause analysis of recurring incidents and enquiries.
- Assist in coordinating problem-management: take ownership of problems, assist in the coordination of assessment and root cause analysis and track resolution timeline with various business and technical stakeholders.
- Act as liaison for feedback loops, collect pain points, document knowledge, known issues and transfer knowledge to colleagues.
- Contribute to installation of performance indicators (KPIs), monitor and follow-up service quality, ensure monthly reporting and present outputs to stakeholders.
- Assist in coordinating the maintenance and evolution of documentation for the users of the IT applications, provide guidance and training (job aids, classroom, webinars).
- Perform and assist in coordinating substantive testing, following new developments.
- Assist in the assessment and in the implementation of AI capabilities that can be of value to the support organisation.

In parallel, you will be involved in the upgrading of the functionalities to be developed in the PMO IT landscape. This work is carried out in close cooperation with the business and project managers in the other IT sectors at PMO6 and DIGIT.

The selected colleague might also be requested to contribute depending on the needs of the service. This could involve contributing to the PMO's Front Office efforts, responding to phone calls, participate in support events, contribute to complaints and written staff questions.

The pre-selected candidates will be invited to an interview, a case study and written test soon after the closing date for application.



WE LOOK FOR

We are looking for a structured, accurate and client-service oriented professional, with a customer support and IT background, ideally having experience working with service contracts and having reporting skillset.

The ideal profile for the job must demonstrate:

- Proven experience in end user assistance and support of information systems;
- Proven experience in coordinating, analysing and solving complex problems;
- Expertise in drafting operational and tactical reports;
- Experience with standard office tools and case handling/ticketing tools such Jira or ServiceNow is essential;
- Both autonomy and a good team spirit;
- Good knowledge of ITIL practices such as Incident Management, Request Fulfilment, Knowledge Management, and Problem Management is considered an asset;
- Knowledge of professional rights and financial entitlements;
- Knowledge of the regulatory framework (Staff Regulations, Joint Sickness Insurance Scheme, General Implementing Provisions, etc.) and the information systems used in the support of the would be an asset;

Additionally, the selected candidates should demonstrate the following personal qualities:

- Excellent communication / writing skills
- In view of the respect of priorities and deadlines, be proactive and prepared to work under pressure at certain times
- Be able to work as a team and demonstrate responsiveness, availability, methodology and rigour and enjoying human contact and have a taste for customer service
- If not in possession of all the required qualities and knowledge, demonstrate his/her ability and willingness to learn and be able to demonstrate experience in similar fields.

Professional experience in an IT unit and/or formal IT studies would further complement the profile.

Operational knowledge of French or English is essential, and good knowledge of the other language is a strong advantage. Knowledge of any other EU language is an asset.

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 PMO-PUBLICATIONS-AC@ec.europa.eu indicating the call for interest reference EC/2026/PMO/423351 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 EU¹
- AND have a satisfactory knowledge (minimum level B2)² 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 database³ candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best

¹ 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).

² For details on language levels, please see the Common European Framework of Reference for Languages (<https://europa.eu/europass/cefr/>).



candidates. Due to the large volume of applications that we may receive only candidates selected for the interview will be notified.

³ Therefore, candidates who did not pass already a CAST on the level Function Group II, should register their profile at this [address](#).



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 II must 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.