



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 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.

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.



Information and Communication Agent – IT user engagement

in DG BUDG of the European Commission

Job title: IT Business Analyst – SUMMA expert

Domain: Communication and Publication

Where: Unit R3 – „ User Service Management for Corporate Financial and Accounting Systems “, Brussels

Function Group: FG IV

Contract Type: 3b

Express your interest until: 18/09/2026 - 12.00 (Brussels time)

Unit R3 oversees the continuity and reliability of service for corporate financial and accounting information systems, ensuring smooth operations, compliance, and high-quality data for all users and stakeholders across the EU entities.

R3 performs the following activities:

1. User Support, Testing, and Deployment:

- Coordinates the alignment of solutions with financial and accounting rules and business requirements to support budget implementation and financial processes, ensuring business continuity.
- Provides support to the user community through two levels of assistance: the first line User Experience Helpdesk and the second line Unified Service Management, aimed at resolving issues efficiently with analysis and prioritization.
- Ensures continuity, user confidence, and acceptance by testing new releases and other system changes and organizing their smooth deployment for the user community.

2. Access Management and Data Quality:

- Manages operational security, including user accounts, access rights, and workflows for financial actors within the information systems. This also involves revising, monitoring, and reporting on user activities to ensure compliance.
- Maintains as front office a defined set of operational master data that support users and are essential for service continuity.

3. Training and Learning Resources:

- Provides modern learning tools to support confident system usage for both current and future users. Organises training and updates learning resources to align with major changes, preparing both new and existing users.

4. Communication, Community Engagement, and Onboarding:

- Engages and activates local solution and access management communities to enhance local knowledge on upcoming changes and gather feedback on recent and future developments.
- Communication, outreach and user engagement around SUMMA and other IT-related



activities

- Coordinates the onboarding of entities onto SUMMA and manages Service Level Agreements (SLAs) for entities using SUMMA.

Following the 2023 staff survey and Commission-wide awards, DG BUDG is recognised for its staff engagement, quality of its Middle Management and greening efforts. Ensuring staff engagement remains high on our agenda, which is why we are keen to provide support for career development, specialised training and ensure smooth newcomers' integration.

WE PROPOSE

DG BUDGET's Unit R.3 is hiring an Information and Communication Agent (Contract Agent FG IV) to support communication, outreach, training and user engagement around SUMMA, the EU Budget's central financial IT system, supporting over 14,000 users across the Commission, executive agencies and other entities.

The continuous rollout of SUMMA, benefits realisation, migration to the Cloud, integration of Artificial Intelligence and adaptations to the financial framework make SUMMA a dynamic and evolving system. The day-to-day focus of the post is to help users make effective use of SUMMA, particularly before and after major releases, new functionalities and other significant changes, while developing an active user community.

The role combines strong communication skills with a fair understanding of IT-enabled business and financial processes. It also contributes to high-level IT communication and other Directorate IT topics where needed, making it particularly suited to candidates interested in working at the intersection of IT, users and communication.

Key Responsibilities:

- Plan, prepare and coordinate communication around SUMMA releases, major changes, onboarding activities, training and other milestones, before and after implementation.
- Explain clearly what is changing, why it is changing, its value and impact for users, and any action required from them.
- Prepare or coordinate articles, newsletters, intranet content, presentations, promotional material, user stories and material for IT events, demonstrations and information sessions.
- Develop and animate the community of SUMMA Local Coordinators, coordinating regular exchanges, campaigns and activities that encourage participation, knowledge sharing and ownership.
- Collect and synthesise feedback at community level and coordinate the handover of detailed functional or technical issues to the responsible experts.
- Support strategic and high-level IT communication by preparing input, background material, drafts, presentations and other communication products, working with relevant management and expert teams.
- Help translate complex technical, functional and organisational information into concise and audience-appropriate messages.
- Contribute, according to priorities and under the relevant steering, to communication on other Directorate IT initiatives such as artificial intelligence, digital transformation, data and analytics.
- Coordinate communication deliverables produced with external contractors, including



specialised communication and learning support, ensuring quality, coherence and fitness for purpose.

- Maintain effective links between management, IT and functional experts, onboarding and training colleagues, external support and user representatives.

WE LOOK FOR

We are looking for a strong communicator who is genuinely interested in technology and comfortable working with IT, functional and business experts. The successful candidate does not need to be a technical specialist, but must be able to understand the substance of digital systems and business-process changes and communicate it accurately and usefully to management and user communities. The ideal candidate has:

- A tertiary degree of at least 3 years in Information Technology, Economics or Communication,
- At least one year of professional experience in information and communication technologies or IT-related activities.
- At least one year of professional experience in education, training, learning or closely related user-enablement activities.
- Relevant professional experience in communication, publication, content development, stakeholder engagement or user communication.
- Excellent writing and editing skills in English, including the ability to produce concise material for management and clear, engaging content for users.
- Ability to understand technical and functional information and translate it into practical, audience-appropriate communication.
- Strong collaboration and interpersonal skills and a genuine team-player approach.
- Good organisational and coordination skills, including the ability to work with multiple contributors and external service providers.
- Sound judgement, initiative, reliability and attention to quality.
- Good working knowledge of common digital collaboration and content-production tools and willingness to make sensible use of emerging tools, including AI-assisted tools.
- Ability to work effectively in a multilingual and multicultural environment.

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 BUDG-MAILBOX-R03@ec.europa.eu indicating the call for interest reference EC/2026/BUDG/523592 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 education which corresponds to completed university studies of at least three 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.

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU²
- AND have a satisfactory knowledge (minimum level B2)³ 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](#)⁴ candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best

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).

³ For details on language levels, please see the Common European Framework of Reference for Languages (<https://europa.eu/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.

⁴ Therefore, candidates who did not pass already a CAST on the level Function Group [IV], 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(b) of the [Conditions of Employment of Other Servants](#), in function group FG IV**. 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**. 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 IV 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.