



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.



Services Coordinator – Digital Case Management and eDiscovery

**in the Directorate-General for Communications Networks,
Content and Technology (DG CONNECT)**

Job title: Services Coordinator – Digital Case Management and eDiscovery

Domain: ICT, case management, investigation support

Where: Unit D1 - Coordination and Regulatory Compliance - Brussels

Function Group: FG IV

Contract Type: 3b

Express your interest until: 25.09.2026 - 12.00 (noon, Brussels time)

WE ARE

DG CNECT supports the digital transformation of our economy and society and conceives and implements the policies required to foster the internal market, make Europe fit for the Digital age and technological autonomy.

Directorate D is in charge of the implementation of the Digital Services Act (DSA) and Digital Markets Act (DMA) – two major new regulatory frameworks for online platforms and other intermediaries that are enforced directly by the European Commission.

With these new regulatory powers, the Commission supervises the systems and processes that such online platforms put into place to assess and mitigate systemic risks on their platforms. The risk categories prescribed in the law include those linked to the dissemination of illegal content, risks linked to gender-based violence online, the protection of fundamental rights, including freedom of expression online, as well as risks linked to civic discourse and elections, and risks linked to physical and mental health, especially for minors.

Unit CNECT.D.1 ensures legal consistency and procedural robustness across the DSA and DMA frameworks. It is also the “first door” of entry for regulated entities under the DSA, as it is responsible for the designation process of Very Large Online Platforms and Search Engines and for the design, implementation, and administration of the DSA Supervisory Fee. The team frequently interacts with external stakeholders, including the regulated entities, civil society actors and academics, as well as works closely with Member States, regulatory authorities and other bodies with relevant expertise as well as relevant third countries and international organizations



DG CNECT and the Directorate-General for Competition (DG COMP) work together to support the enforcement of the Digital Markets Act and the Digital Services Act. Under a cooperation agreement between the two departments, DG CNECT uses digital case-management and eDiscovery services operated by DG COMP. These services support the secure management, processing, search and review of large volumes of information required for regulatory investigations.

The successful candidate will work closely with business teams and IT teams in both departments. The role will help ensure that users receive a reliable, coordinated and high-quality service.

WE PROPOSE

We propose an exciting and challenging opportunity for a talented and motivated colleague who will serve as a full-time Services Coordinator to support the delivery, adoption and day-to-day operation of digital case management and eDiscovery services used for Digital Markets Act and Digital Services Act investigations.

The successful candidate will act as the principal working-level contact for DG CNECT within the shared service and will coordinate activities involving users, business representatives, IT teams, and service operators.

The main responsibilities will include:

- coordinating the delivery of the services agreed between DG CNECT and DG COMP;
- participating in DG CNECT activities relating to the use of the shared services;
- supporting the adoption of the services by Digital Markets Act and Digital Services Act investigation teams;
- coordinating business requests, testing activities, release preparation, enhancements and operational support relating to the case-management service;
- supporting the management and coordination of the eDiscovery service across the platform provider, IT teams, service operators and business representatives;
- coordinating the setup and operation of eDiscovery cases, from the initial request to the point at which the data is ready for review;
- helping ensure that case data is ingested, indexed, processed and quality-checked so that it is complete, reliable and searchable;
- coordinating user and access administration, onboarding, training and general workspace administration;



- providing or coordinating first-line functional support and following up technical issues with the appropriate expert teams;
- preparing consumption, usage and cost reports to support the management of the pay-as-you-go service model;
- identifying capacity, performance and scheduling pressures at an early stage;
- coordinating priorities and timelines where DG CNECT requirements compete with other investigation demands;
- maintaining operational procedures, service documentation and reporting on service usage and performance.

The Services Coordinator will not be expected to resolve every specialised technical or data-processing issue personally. The role will coordinate the work of the relevant experts and ensure that requests, incidents and operational activities are followed through to completion.

WE LOOK FOR

We are looking for a service coordinator with a strong understanding of legal and regulatory investigations, combined with practical experience in digital service delivery.

The ideal candidate will have a completed university degree and one of the following profiles:

- a degree in information technology, information systems or a related field, combined with experience delivering or managing ICT services in a legal, regulatory or enforcement environment.
- a degree in law, combined with hands-on experience using, supporting or delivering IT services and digital tools in a legal, regulatory or enforcement environment; or

In either case, the candidate should demonstrate:

- a sound understanding of how investigation and case teams work, including evidence handling, document review, procedural requirements and operational deadlines;
- experience working directly with legal and business users, understanding their needs and translating them into clear operational and technical requirements;
- practical experience coordinating IT services in cooperation with business and technical teams, including following up business requests, testing activities, releases, incidents and support matters;
- hands-on knowledge of eDiscovery, document-review, search or comparable case-support platforms, including practical understanding of workspace setup, data ingestion, indexing,



processing, review configuration and platform administration, monitoring service usage and costs;

- strong project-management discipline and a structured approach to planning, risks, dependencies, documentation and reporting, with excellent communication, facilitation and stakeholder-management skills, and a strong sense of ownership and the ability to follow operational issues through to resolution;
- knowledge of the EU AI Act and the Commission's AI governance framework, with the ability to apply these requirements proportionately in an operational setting;
- full professional command of English.

Knowledge of a recognized project-management methodology would be an advantage.

The role requires the ability to operate seamlessly and efficiently across a complex legal, technical and multi-departmental environment. The successful candidate must combine legal and business understanding with sufficient technical fluency to work confidently between investigation teams and IT specialists, translate operational needs into service requirements, and coordinate their delivery.

Technical e.g. software-development expertise is not required. However, the candidate must be able to understand digital services, data-processing workflows, eDiscovery processes and AI-related constraints sufficiently well to support their effective and compliant use in complex investigations.

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 CNECT-D1@ec.europa.eu indicating the reference EC-2026-CNECT-526209 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.

[For 3b] 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.