



EUROPEAN COMMISSION
DIRECTORATE-GENERAL INFORMATICS

IT Service Assistant

IT Systems

Vacancy notice COM/2021/428

Unit - DIGIT.C6.008, Luxembourg

Publication: from 10/02/2021 to 28/02/2021 until 12.00 hours noon Brussels time

We are

The Directorate-General for Informatics (DIGIT) is responsible for the management and co-ordination of information and telecommunication technology for the Commission's services and, in particular, for identifying, articulating and implementing a modern and dynamic corporate Information Technology vision and a strategy which is fully aligned with the Commission's overall priorities, in close cooperation with the IT governance structures.

The European Commission Digital Strategy (ECDS) adopted by the College in 2018 aims to have a truly digital Commission by 2022. DIGIT runs the Digital Work Place (DWP) service of the European Commission to help achieve this goal. It aims to provide EC staff with the best combination of tools, physical framework and working methods for a modern public administration able to support the achievement of the priorities of the European Commission, at all levels of its organization.

To enable EC staff to work together from anywhere at any time with any corporate device, DIGIT C6 manages the full lifecycle of the DWP devices and Communication and Collaboration services of the Commission. It aims to provide a user centric solution with the help of the principles of the digital workplace: flexibility, transparency, integration, standardization, openness, and speed.

Next to maintaining and improving the current services, DIGIT C6 is working together with the other units of DIGIT C to design and implement a second-generation workplace solution, with a focus on modern security principles and openness to Cloud based solutions. It aims to make the Commission more resilient to potential disruptions, whether accidental or intentional, by improving the resilience, security and stability of the underlying digital infrastructure to ensure continuity of service. This new office-automation environment will provide state-of-the-art personalized IT services for each member of staff.

We propose

There is currently an open vacancy in DIGIT.C6.002 According to Article 29 of the Staff Regulations, the candidatures from officials of the Institutions and laureates of competitions have precedence over candidatures from other categories of persons. The post is therefore also published internally in the Commission and inter-institutionally, and it is also brought to the attention of competition laureates via the appropriate channels. However, should no suitable candidate be found among the aforementioned categories, it will be possible to consider other candidates, for a temporary agent position.

For these reasons, any person fulfilling the selection requirements may express his/her interest for the post.

The DIGIT C6 RCIS sector is responsible for the management of 40,000 corporate laptops and desktop computers, which are used by all Commission staff for their everyday work responsibilities. These devices make up what is called the Digital Work Place (DWP) of the Commission.

The proposed job combines the running of projects (to implement the workplace of the future) with activities to maintain and improve the current IT solutions in place, required to provide DWP services to all members of staff (our customers).

To achieve this, the functional tasks include:

- IT Project management for Commission-wide workplace infrastructure projects
- Documenting the design and architecture of the Digital Work Place
- Managing the Product lifecycle of devices and services in the domain of the Digital Work Place
- Technical contract management, including the preparation and follow-up of procurement and contracts with hardware and software suppliers
- Working with managed service providers and sub-contracted staff to maintain and implement IT service solutions (existing and new)
- Collaboration with other departments of the Commission

More technically speaking:

- Documenting and validating Digital Work Place solutions on endpoints to allow working from anywhere, anytime with a user-friendly but secure user environment;
- Providing users with a seamless experience between their different devices following well defined and documented processes;
- Follow-up the integration with cloud services (O365, Azure, AWS) and remote working solutions and ensure that proper process are applied;
- Validation and documentation of reference solutions and assistance to production teams in the transfer of knowledge and best practice implementations (especially around support for corporate helpdesks);
- Carry on and assist in studies and analysis work relating to network, directory, cloud, browser and email security in collaboration with the Security Directorate

(e.g. risks assessment, enforcement of security protection and mitigation solutions).

We look for

We are seeking a dynamic, customer-oriented, service-minded candidate with a strong background in ICT. The ideal candidate will bring motivation, professionalism, and a strong capacity for teamwork to the position.

The ideal candidate should have experience in one or more of these areas:

- Good knowledge of the fundamental Windows technologies: Windows 10, GPO, Active Directory, SCCM, etc
- Experience in writing technical documentation for ICT related Projects
- Familiarity or experience with project management and methodologies such as PM2 and, respectively, with service management and the ITIL framework would be most welcome.

Fluency in written and spoken English is required; French is an asset.

We're looking forward to getting to know you!

	Listening	Reading	Spoken interaction	Spoken production	Writing
English	C2	C2	C2	C2	C2
French	B1	B1	B1	B1	B1

In order to be eligible for the post, the candidate must, as a minimum, fulfil the following conditions:

- a) be a national of one of the Member States of the Union and enjoy his/her full rights as a citizen;
- b) to have fulfilled any obligations imposed on him/her by the laws concerning military service;
- c) produce the appropriate character references as to his/her suitability for the performance of his/her duties;
- d) be physically fit to perform his/her duties; and
- e) produce evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of his duties.

In addition, candidates must have at least:

- a) A level of post-secondary education of at least 2 years attested by a diploma, followed by at least 6 years' professional experience in ICT, of which a minimum of 3 years in the chosen field and related to the duties as described in this call or
- b) Secondary education attested by a diploma giving access to post-secondary education followed by at least 9 years' professional experience in ICT, of which a

minimum of 3 years in the chosen field and related to the duties as described in this call.

The professional experience requested for the selection procedures above may have been gained, for example, in private companies, in international organisations and/or bodies, EU institutions and/or agencies, national and/or regional administrations, academia, research institutes, industry, non-governmental organisations or as a self-employed activity and will only be taken into account if it:

- constitutes genuine and effective work,
- is remunerated,
- involves a subordinate relationship or the supply of a service, and
- is subject to the following conditions:
 - traineeships: if remunerated,
 - compulsory military service: completed before or after the required diploma for a period not exceeding the statutory duration in your Member State,
 - maternity/paternity/adoption leave: if covered by an employment contract,
 - doctorate: for a maximum of 3 years, provided the doctorate was actually obtained, and whether or not the work was remunerated, and
 - part-time work: calculated pro-rata on the basis of the number of hours worked, e.g. half-time for 6 months would count as 3 months.

Selection procedure

No applications will be accepted after the closing date of the vacancy.

The selection panel will choose a limited number of candidates for interview, based on the CV and motivation letter that they submitted.

Due to the large volume of applications received only candidates selected for interview will be notified.

Should they be chosen, candidates will be requested, as part of the actual recruitment procedure, to supply documentary evidence, in original, in support of the statements made in the application.

For functional reasons and in order to complete the selection procedure as quickly as possible in the interest of the candidates as well as that of the institution, the selection procedure will be carried out in English and/or French only.

Should a position be offered, candidates will be required to undergo a mandatory pre-recruitment medical check-up, carried out by the Commission medical service.

Type of contract

The successful candidate will be engaged as a temporary agent under Article 2(b) of the CEOS in function **group AST, grade 3**.

He/she will be classified depending on the length of his/her previous professional experience in step 1 or step 2 within that grade, in accordance with Commission Decision C(2013)8970.

The duration of the contract is for **three years**.

Applicants should note the requirement under the Staff Regulations for all new staff to complete successfully a nine-month probationary period.

For any further information on contractual and working conditions, please refer to the Conditions of Employment of Other Servants of the European Communities, which are available at the following link: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A01962R0031-20140501>

Pay

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](#).

The place of employment will be in **Luxembourg**.

How to apply

The interested candidates should send their application respecting the deadline of the vacancy to the following email address:

DIGIT C6 DIGIT-C6@ec.europa.eu

Please mention in the subject of your application the title of the job “*IT Service Assistant - IT Systems*”

Appeals

Candidates have the right to submit complaints under Article 90(2) of the Staff Regulations, should they wish to challenge any act adversely affecting them taken during this procedure. Such complaints may be addressed to the Appeals and Case Monitoring Unit of DG HR (HR-MAIL-E2@ec.europa.eu).

Equal opportunities

The European Commission applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations

Data Protection

For information related to Data Protection, please see the Specific Privacy Statement <https://ec.europa.eu/dpo-register/detail/DPR-EC-01029>