



INFORMATION SYSTEMS ASSISTANT

Vacancy: COM/2023/2077

Grade range: AST1-AST3

Where: PMO.5.003, Brussels

Publication: until 14/09/2023 until 12.00 hours noon Brussels time

There is currently an open vacancy in PMO.5.003. According to Article 29 of the Staff Regulations, the applications from officials of the Institutions and laureates of competitions have precedence over applications 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.

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).

PMO 5.003 Laissez-Passer and Visas is in charge in Brussels to operate the central service supporting the issuance of the new format of the EU Laissez-Passer and the collection of visas for mission officers. Our customers are the European Commission, other EU institutions and agencies having signed an agreement (SLA) for these matters. The IT infrastructure for the issuance of the EU LP is dedicated and isolated for security reasons. The EU LP Central Service in Brussels is part of an inter-institutional project with two other enrolment and delivery centers (Luxemburg and Frankfurt), a production site ran by an external contractor and the Joint Research Center in Ispra assuring the Certification Authority for digital encryption. The EU Laissez-Passer is used within the whole world and is a travel document associated to electronic passports. The team in Brussels is composed of 10 people, located near Schuman (Rue Breydel 25), including two profiles as the one for this vacancy.

We propose

We have an open position for an IT System Assistant in the back office team who will be in charge of the management of the dedicated EU LP IT infrastructure. The tasks include all activities necessary to maintain the infrastructure and applications operational, with local first-level support for the colleagues. Other levels of support and maintenance are provided by the IT service suppliers (external contractor, OIB, DIGIT etc). The job implies tight connections with the EU LP business processes and collaboration with the Local Security Officer to implement the security policy specific to the Laissez-Passer. The dedicated infrastructure incorporates around 10 Windows servers, 30 workstations and some network components. The software applications used are within the Microsoft-family (SQL server, IIS, Active Directory ...) that also need to be maintained by the system administrator. Within this context, the job holder will participate to the maintenance sessions with the external contractor and liaise with contract management for issues (incident management).

The successful candidate will be consulted when further developments or modification to the IT infrastructure are requested. Additionally, the service uses administrative tools based on SharePoint Online where local configuration is done by the IT System Administrator.

As all members of the team, the candidate will participate as an agent to the operational duties of the EU LP Central service whenever needed and in conformance with the segregation of roles this business implies. The position incorporates the enrolment of applicants, the verification of laissez-passer documents (LPs), the delivery of LPs in Brussels, and the related tasks for the good administration of issued LPs during their full lifecycle (until destruction). Pending the granting of a valid security authorisation (security clearance), the job might include other activities in relation with the core business activities of the service, like signing electronically orders for production.

The EU LP Central Service welcomes the applicants and partners from 08:30 until 16:30 every working day. Physical presence in the office is required for this position.

We look for

We are looking for a motivated and customer-oriented person with proven IT-skills and team spirit. Several years of infrastructure management within a Windows environment are desirable for this position. Knowledge of administration of Windows servers, Active Directory, SQL server and Internet Information Server is mandatory.

An experience as IT Project officer or in application development is also welcome for the candidate seeing the dialog we have with the external contractor and the web services technology put in place.

The job requires a thorough understanding of PKI (Public Key Infrastructure) and ciphering technologies because of its intensive usage within the systems to manage. A security clearance (SECRET UE/EU SECRET) would be an asset.

The main languages used in the office are French and English, the knowledge of other EU languages is beneficial for the service seeing the population of customers we welcome.

Am I eligible to apply?

On the closing date for application, in order to be eligible for the post, you must meet the following general and specific conditions.

General conditions

- (a) be a national of one of the Member States of the Union and enjoy his/her full rights as a citizen;
- (b) 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.

In addition, candidates must:

Specific conditions - languages

- (e) Candidates must have
 - a thorough knowledge (minimum level C1) in one of the 24 official languages of the EU
 - a satisfactory knowledge (minimum level B2) in a second official language of the EU, to the extent necessary for the performance of the duties.

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).

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

Specific conditions - qualifications & professional experience

- (f) have at least a level of completed post-secondary education attested by a diploma, followed by at least 3 years' relevant professional experience directly linked to the duties, or
- (g) have at least a level of completed secondary education attested by a diploma giving access to post-secondary education, followed by at least 6 years' relevant professional experience directly linked to the duties.

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 your eligibility and the information in your application form (diplomas, certificates and other supporting documents).

The EU institutions apply an equal opportunities policy and accept applications without distinction on the grounds of gender, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

Selection procedure

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

The selection panel will pre-select a limited number of candidates based on the CV and motivation letter that they submitted. The pre-selected candidates will be invited for interview and written test soon after the closing date for application. Instruction on the written test will be provided during the interview.

Successful candidates in the pre-selection-phase will be invited to the final stage of the selection procedure, the interview with the PMO Head of Service.

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.

Please note that having successfully passed the above-mentioned phases does not guarantee to receive an offer.

Due to the large volume of applications received only pre-selected candidates will be notified.

Should they be selected, 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.

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 [Conditions of Employment of Other Servants of the European Communities](#) (CEOS) in function **group AST, minimum grade AST 1 step 1**, depending on years of (relevant) professional experience.

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 contract is for an initial duration of **1 or 3 years**, with possibility of extension up to maximum 2 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 [CEOS](#).

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 [CEOS](#).

The place of employment will be in Brussels.

How to apply

By the closing date for application, the interested candidates should send their CV and motivation letter in a single PDF file to:

Functional Mailbox: PMO-LUX-MAIL@ec.europa.eu

Please note that only applications fulfilling the following requirements will be considered:

- Subject of the email:
SURNAME – COM/2023/2077

- CV:
Preferably in Europass format ([Home | Europass](#)) and including the following information at the end of the document:
 - List of references
(If available, please indicate the contact details of minimum two references for the most recent and/or most relevant professional experiences – Please ask consent of the person before disclosing their contact details)
 - Reserve list (only if applicable)
(If you are a laureate included in the reserve list of a competition for Permanent Officials, please indicate the reference of the competition)

- CV and Motivation letter:
In a unique PDF document, entitled as follows: SURNAME – COM/2023/2077 -
CV & Motivation Letter

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-F6@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](#).