



EUROPEAN COMMISSION  
OFFICE FOR THE ADMINISTRATION AND PAYMENT OF INDIVIDUAL ENTITLEMENTS (PMO)

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## ***IT Business Analyst Assistant – Business Coordinator - HR Transformation Programme***

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**Vacancy notice:** COM/2023/2271

**Function group:** AST

**Where:** Paymaster's Office - PMO.6.001, Brussels

**Publication:** until 9/10/2023, 12.00 hours noon Brussels time

### **We are**

The Paymaster Office (PMO) provides a **high-quality** and user-friendly service to beneficiaries by promptly and accurately managing, determining, and paying individual rights and expenses, providing clear and relevant information and ensuring efficient and **effective controls**. In addition, PMO is managing several funds, such as the unemployment fund and the Joint Insurance Schema, whose beneficiaries are currently employed and former EU staff.

PMO comprises seven units and four sectors based in Luxembourg, Ispra and Brussels.

Within the PMO, the unit PMO.6 – IT and Business Intelligence, based in Brussels, provides services, solutions, guidance and expertise in data and reporting, IT security, IT application coordination and infrastructure. Consequently, the unit supports the operational and strategic activities of the PMO, intending to improve efficiency through information and knowledge sharing, interoperability, integration and standardization. PMO is undergoing a digital transformation in line with the EU-wide HR Family Transformation Programme (HRT) and the Financial Transformation Programme (SUMMA). Those programmes are the flagship initiatives within the new EC Digital Strategy and the EC corporate Double Pillar Approach (DPA) and are implemented using Commercial Off-the-Shelf solutions (COTS) from SAP and ServiceNow.

## **We propose**

The HR Transformation (HRT) is one of the leading programs in the unit. HRT is a multi-annual program that aims to replace any existing IT solutions in the HR domain with commercial off-the-shelf (COTS/SaaS) solutions. The program takes a holistic approach covering business and IT, all staff from pre-hire to retirement, and all HR services across the HR family, including the correspondents in the DGs up to the Inter-Institutional level.

We propose a challenging and rewarding position as an IT Business Analyst Assistant – Business Coordinator for the HR Transformation Programme in the Sector IT portfolio, programme and project office.

You will be responsible for contributing to the digital transformation of the PMO IT portfolio, in line with the EU-wide HR Family Transformation Programme (HRT) and the financial transformation programme (SUMMA). Those programmes are the flagship initiatives within the new EC Digital Strategy and the EC corporate Double Pillar Approach (DPA). They are implemented using Commercial Off-the-Shelf solutions (COTS) from SAP and ServiceNow.

As an IT Business Analyst Assistant – Business Coordinator, and part of PMO HRT team, you will be an enabler of the work between staff in PMO, the IT provider in DIGIT and the colleagues in the HR Family and DG Budget. In charge of projects within the HRT programme, you will monitor progress and report on projects under your responsibility to PMO management. Under responsibility of PMO HRT lead, you will organize and complete analytical, testing and communication tasks related to the new software and features. Your area of intervention covers the HRT implementation of changes for the overall PMO business: payroll, medical insurance, rights management and reimbursements of expenses. This role will be vital in driving the digital business transformation and implementing new technologies in PMO.

You will be responsible to contribute and assist in the following tasks:

### **KNOWLEDGE MANAGEMENT and SHARING**

- Ensuring linkage, assistance and communication with the system supplier, participating in meetings with stakeholders and users
- Ensuring that all changes, requirements and tests related to PMO systems are properly documented and that the documentation is up to date and shared, including PMO Knowledge Management system
- Ensuring that users are provided with adequate information on changes, draft guidelines for users
- Collaborating with business managers, system owners, user representatives, business intelligence and security teams
- Providing the support teams with the knowledge necessary to understand the improvements, when relevant, providing users with support and assistance

## IT BUSINESS ANALYSIS ASSISTANCE

- Taking part in the analysis, documenting model business processes, identifying and formalizing business needs across business units, advising on the best track for business reengineering actions
- Ensuring that business users and Knowledge Management team are provided with adequate information on changes
- Collecting, consolidating, assisting, drafting requirements corresponding to the PMO business needs related to the HRT projects
- Preparing and assisting with supporting documents and delivering training, presentations and communication to the business community
- Designing test scenarios, participating in testing, documenting the results and liaising with the system supplier, business experts to validate new functionalities

## PROJECT MANAGEMENT

- Assistance in the implementation of the business changes within the users DG as defined by the project objectives
- Drafting project documentation, including business specifications of the project and the main business objectives
- Assistance in the communication and collaboration with the user and business representatives, act as a liaison towards the IT organisation, report on the progress to the hierarchy and stakeholders
- Management of the non-IT but organisation side activities for the project
- Assistance in establishing and guaranteeing an efficient collaboration and communication channel with the IT project manager
- Assistance in the change management process and ensuring that the business organisation is ready to accommodate and employ the new IT system/application once delivered and deployed from the IT organisation

## We look for

We are looking for a dynamic IT Business Analyst Assistant – Business Coordinator to join PMO. The candidate should possess a strong background in digital business transformation, project & programme management, and architecture in areas of digital transformation, as well as an interest and good understanding of the business areas, namely payroll, medical insurance, rights management and reimbursement of expenses. Tech-savvy, with excellent problem-solving skills and organizational and analytical skills, the candidate must demonstrate the willingness and capacity to understand new technologies and IT commercial solutions from the market.

A highly experienced and motivated candidate with the capacity to interact with a technical team and business users whilst also having the capacity to take initiative and work autonomously with a strong sense of ownership is a must. Communication, negotiation skills and flexibility are essential to this position as well. This job requires the following competencies and skills:

- Experience in the following business areas is considered as an asset: rights management, reimbursements, payroll, and financial management;
- Experience with business processes improvement or reengineering.
- Proven experience in eliciting requirements, business process modeling and testing;
- Experience with data analysis and visualization to draw business-relevant conclusions;
- Experience in large digital business transformation projects & programmes;
- Experience with commercial financial IT solutions and suites (SAP/ServiceNow/ etc.) is an advantage;
- Good knowledge on software development lifecycle, including Project management, SAFe and Agile methodologies;
- Open-minded analytical thinker able to analyse and solve complex problems;
- Sense of initiative and good organizational skills;
- Good communication and excellent people' skills, with customer focus and strong negotiation skills;
- Strong written and verbal communication skills in English and French;
- Understanding, promoting and implementing policies ensuring data privacy.

The main languages used in the unit are English and French:

	Listening	Reading	Spoken interaction	Spoken production	Writing
English	C2	C2	C2	C2	C2
French	C1	C1	C1	C1	C1

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>).

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/her duties.

In addition, candidates must have at least:

- (a) 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
- (b) 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).

## **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.

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

The duration of the contract is for an initial duration of 1 year, with possibility of extension for another 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 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 **Brussels**.

## **How to apply**

The interested candidates should send their CV + motivation letter respecting the deadline of the vacancy to the following email address:

Julio.Garulo-Rodriguez@ec.europa.eu

Please mention in the subject of your application the title of the job “*PMO6 – Business Analyst Assistant – Business Coordinator – HRT Programme*”

## **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