PMO Information Systems Assistant - Team Coordinator Applications Support
(Job No. 423439)

Type of contract: Contract Agent 3A
Grade: FG III
Unit/Team: PMO.6
Working place: Brussels
Publication: from 18/10/2023 to 06/11/2023 until 18.00 hours Brussels time

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).

PMO6 – IT & Business Intelligence, based in Brussels, provides services, solutions, guidance and expertise in the areas of data and reporting, IT security, IT application coordination and infrastructure. Consequently, the unit supports the operational and strategic activities of the PMO with the aim to improve efficiency through information and knowledge sharing, interoperability, integration and standardisation.

The support team provides support to users on any IT issues related to the IT applications underpinning all the business processes in PMO: salaries and the payroll system (Sysper and NAP), missions (MIPS), reimbursement of medical expenses (JSIS Online, ASSMAL and PMO Mobile), reimbursement of candidates and experts' expenses (AGM). In addition to the support of the systems, the team is responsible for the management of access rights for the applications.

We propose

We propose a CA FGIII position as PMO Information Systems Assistant - Team Coordinator Applications Support.

Working under the supervision of an official or a temporary agent, your responsibilities will be multiple and varied.
As the team coordinator in the PMO IT application support team, you will contribute to:

> 1. lead, coordinate and monitor the resources and activities of the Applications support team in consultation with the Head of Sector);
> 2. Contribute to defining the overall strategic objectives of the unit, the work program (UMP) and the specific objectives (Action Plan);
> 3. ensure that the resources of the team are effectively allocated to achieve these objectives.

In parallel, you will be involved in the upgrading of the functionalities to be developed in the PMO IT systems (MIPS, SYSPER, PABS, Payment Factory, JSIS Online, ASSMAL and PMO Mobile) and the impact in EU LOGIN. This work is crucial for the efficient management of the payments of entitlements of the institutions and agencies for which the PMO acts as a service provider.

This work is carried out in close cooperation with the business and project managers in the other IT sectors at PMO6 and DIGIT.

We look for

A person structured, precise and oriented towards the client service. S/he will demonstrate both autonomy and a good team spirit. S/he will have experience in team coordination, as well as analysing and solving problems. His/her ability to work in FR and EN is essential.

S/he will necessarily have knowledge of pay and financial entitlements. Knowledge of the regulatory framework (Staff Regulations, Joint Sickness Insurance Scheme, General Implementing Provisions, etc.) and the information systems used in the support of the PMO (MIPS, SYSPER, PABS, Payment Factory, JSIS online, ASSMAL, PMO Mobile, including EU LOGIN) would be an asset. A practice of standard office tools, and the use of ticketing tools such as SMT or JIRA, is essential.

Professional experience in an IT unit or IT studies complements the profile.
In view of the respect of priorities and deadlines, the person will have to be proactive and will be prepared to work under pressure at certain times.

Finally, s/he will be able to work as a team and demonstrate responsiveness, availability, methodology and rigour. She will like the contact and have a taste for customer service.

If the candidate does not possess all the required qualities and knowledge, s/he must demonstrate his/her ability and willingness to learn and will be able to demonstrate experience in similar fields.
Please note that the PMO places great importance to customer service. The selected candidate

is expected to be client-oriented and might be required, in the interest of the service, to work directly with customers, for instance, in front office team.

The main working languages of the unit are French and English, given our close interaction with Member States. A thorough knowledge of French / English is required. Satisfactory knowledge of French / English is considerate an asset.

For more details, see below the job description.

Am I eligible to apply?

On the closing date for application, in order to be eligible for the post, you must meet the following conditions:

(a) Enjoy full rights as a citizen of an EU Member State
(b) Meet any obligations under national laws on military service
(c) Meet the character requirements for the duties concerned
(d) Be physically fit to perform her/his duties
(e) Produce evidence of a thorough knowledge of one of the official EU languages and a satisfactory knowledge of a second EU language to the extent necessary for the performance of his/her duties.
(f) For function groups II and III:

- a level of post-secondary education attested by a diploma; or
- a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least 3 years; or
- where justified in the interest of the service, professional training or professional experience of an equivalent level.

Candidates need to succeed in an EPSO CAST Permanent test relevant to the function group. Should you be invited for test, the request to sit the EPSO CAST test does not commit in any way the European Commission to invite you for a selection panel or offer you a Contract Agent position, should you succeed the test.

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).

How to apply

By the closing date for application, the interested candidates should send their application to: PMO-PUBLICATIONS-AC@ec.europa.eu

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

- Subject of the email:

SURNAME – Job No. 423439

- CV:
  Preferably in Europass format (Home | Europass) and including the following information at the end of the document:
- List of references
    o *(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)*

- CAST
    o (Please indicate your Applicant No. as indicated in your EPSO account and the status of your CAST test (successful/not tested/failed)

- CV and Motivation letter:
  In a unique PDF document, entitled as follows: SURNAME – Job No. 423439 - CV & Motivation Letter

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. Please be aware that the selection panel will be organised a few days after the closure of the vacancy.

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.

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

Please note also that due to the large volume of applications received, only pre-selected candidates will be notified.

Type of contract

The successful candidates will be recruited as contract agent Article 3(a) according to the general provisions for implementing Article 79(2) of the Conditions of Employment of

Other Servants of the European Union, governing the conditions of employment of contract staff employed by the Commission under the terms of Article 3(a) and 3(b).

The contract will be for an initial period of **1 year**.

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.

Job description version14 *(Approved)*
Job description version*423439* in *PMO.6.003*
Valid from01/12/2023until

Job Holder

Name

Job Profile

Position
  CONTRACT AGENT FGIII

Job title
  Information Systems Assistant - Team Coordinator Applications Support

Domains
  Generic domain
    REMUNERATION, RIGHTS and OBLIGATIONS
  Intermediate domain
  Specific domain
Sensitive job
  No

Overall purpose
  To lead, coordinate and monitor the resources and activities of the Applications support team in consultation with the Head of Sector. Contribute to defining the overall strategic objectives of the unit, the work program (UMP) and the specific objectives (Action Plan) and ensure that the resources of the team are effectively allocated to achieve these objectives.

Legal disclaimer
  Users are advised to check the available list of Legal Disclaimers related to their contract type.

Functions and duties

+ <u>*OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES*</u>

- *Provide leadership to the team; ensure team cohesion and help to motivate team members.*
- *Create an inspiring and safe team environment with an open communication culture.*
- *Support the Head of Sector by monitoring performance in the team; recognise good performance and collaborate with the Unit's hierarchy to manage performance issues in a constructive way.*
- *Act as liaison between the team and the Unit's hierarchy. Obtain feedback from staff; provide feedback and team input to the Unit hierarchy.*

+ <u>*OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES*</u>

- *With the support of the HoS and in liaison with the other Team Leaders set priorities and plan resources necessary for the execution of the team's objectives and tasks.*
- *Coordinate the activities and tasks assigned to the team, identifying and prioritising urgent tasks, and ensuring the provision of smooth services to the Unit's clients.*
- *Monitor any performance indicators; with the support of the HoS, ensure that they are met and manage any issues which arise. Contribute to setting performance indicators.*
- *Ensure team members have the competences and skills needed to carry out their duties; identify, accommodate and support training needs.*
- *Ad hoc training : teams within unit, other colleagues (PMO, DIGIT, DG HR, other units within the Commission as required).*
- *Evaluate the work of the team and propose new solutions and workflows, if needed. Assistance in specific cases - colleagues cases, difficult clients, exceptional use of the data (from the old application VAP).*

+ <u>*OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES*</u>

- *Maintain interactive communication with the team, so that staff are kept informed, including on all relevant policy and strategic aspects affecting their and the team's work to enable them to put their work in context.*
- *Liaise with the the PMO, DIGIT and HR units and the other actors if needed.*
- *Liaise with other PMO6 IT sectors for the needs of services and solutions.*
- *Analyse difficult cases, participate in discussions. Coordination and intermediary for the files of the clients (Com, CdC, EDPS, Mediator)*
- *Participate in the development of working methods, the simplification of administrative procedures and the updating of information.*

+ <u>*INTERNAL CONTROL*</u>

- *Ensure business continuity within the team. Act as designated essential personnel in a crisis situation.*
- *Co-ordinate and monitor the coherence and quality of the implementation relevant rules, procedures and guidelines within the team.*
- *Together with the Head of Sector contribute to ensuring that the risk register is kept up-to-date for the tasks coordinated.*
- *Within the Unit, contribute to the reporting procedures of the PMO for the tasks coordinated, including the Annual Work Programme and the objectives of the Unit and the Sector.*

+ _HORIZONTAL COORDINATION_

- _Ensure planning of activities within the team, management and respect of priorities._
- _Give instructions/orientations to the team for the processing of files and the execution of procedures in the field of activity._
- _Participate in the Working Groups on Knowledge Management (if necessary)_
- _Communication of useful information to the clients, the colleagues, to the Head of Sector and the Head of Unit._
- _Facilitate the work of managers (preparation of briefings, reports, replacement of the Head of Unit if necessary)._

+ _INFORMATION and COMMUNICATION TECHNOLOGIES_

- _Contribute to ensuring the proper functioning of the PMO systems by carrying out technical, functional and integration tests and by carrying out a capacity analysis and system assessment_
- _Apply security procedures_
- _Implement IT quality plans as defined by the organisation_
- _Contribute to the improvement and maintenance of IT tools, products, projects and services as well as standardised IT models through technical monitoring and analysis of existing and client services' requests_

+ _IT SUPPORT and INFRASTRUCTURE_

- _Coordinating the IT support operations for all clients in all institutions and pensioners and with the supplier service (DIGIT)_
- _Participer avec les équipes techniques à la mise en production des nouvelles versions de l'application de paie communautaire (NAP)_
- _Participate with the technical teams in the release of new versions of the PMO IT applications_
- _Provide customer services of all institutions with support for the use of the PMO IT applications_
- _Contribute to the improvement of the PMO IT applications_

Job requirements

Experience"

+ _OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES_
Job-Related experience:at least 3 years
Qualifier:essential

Languages

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

Knowledge

- *OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES*
  - *ORGANISATION and ADMINISTRATION of SUPPORT OFFICES*
    - *Administrative rules and procedures of the Institution*
- *INFORMATION and DOCUMENT MANAGEMENT*
  - *LIBRARIES and ARCHIVES*
    - *ARCHIVING*
- *IT TOOLS for SPECIFIC APPLICATION AREAS*
  - *IT tools for ACCESS TO and EXPLOITATION OF DATABASES*
  - *IT tools for INDIVIDUAL RIGHTS and PAYMENTS (as part of HRM)*
    - *NAP (Nouvelle Application Paie)*
    - *PAIE*
    - *RIGHTS*
  - *IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT*
- *(APPLIED) COMPUTER SCIENCE*
  - *INFORMATION SYSTEMS MANAGEMENT and MAINTENANCE*
  - *IT SUPPORT and INFRASTRUCTURE*

Competences

- *Communicating*
  - *Ability to understand and be understood*
  - *Capacity to communicate technical or specialised information*
  - *Drafting skills*
- *Delivering Quality and Results*
  - *Ability to identify user's needs*
  - *Client orientation*
- *Prioritising and Organising*
  - *Coordination skills*
- *Working with Others*
  - *Ability to work in a team*
  - *Knowledge sharing*

Job Environment

Organisational entity

Presentation of the entity:

Job related issues

[ ] Atypical working hours
[ ] Specialised Job
Missions
   [ ] Frequent, i.e. 2 or more missions / month
   [ ] Long duration, i.e. missions lasting more than a week

Comments:

Workplace, health & safety related issues

[ ] Noisy environment
[ ] Physical effort / materials handling
[ ] Work with chemicals / biological materials
[ ] Radioprotection area
[ ] Use of personal protective equipment
[ ] Other

Comments:

Other

Comments: