PMO Administrative Support Agent (Job No. 423391)

Type of contract: Contract Agent 3A
Grade: FG II
Unit/Team: PMO.6
Working place: Brussels
Publication: from 16/10/2023 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 FGII position as PMO IT applications Administrative Support Agent.

Working under the supervision of an official or a temporary agent, your responsibilities will be multiple and varied.

Like each member of the support team, you will contribute to:

1. the registration, follow-up and potential escalation of incidents received from colleagues from all institutions, agencies and post-active service;
2. the application of the rules governing the PMO business in the IT tools;
3. monitoring and systematic analysis of incidents;
4. the maintenance and evolution of documentation for the users of the IT applications;
5. substantive testing, following new developments.

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 medical reimbursements of the institutions and agencies for which the PMO acts as a service provider for the calculation of medical reimbursements.

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 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.

Knowledge of SQL and computer tools for data extraction (e.g. TOAD, InfoView) will be an asset. 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. 423391

- 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)*

- CAST
    - (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. 423391 - 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.

EUROPEAN COMMISSION

Job Description Form

Job description version2 *(Active)*
Job description version*423391* in *PMO.6.003*
Valid from16/07/2023until

Job Holder

Name

Job Profile

Position
    CONTRACT AGENT FGII

Job title
    Administrative Support Agent - Gestion et support des applications du PMO

Domains
    Generic domain
        REMUNERATION, RIGHTS and OBLIGATIONS
    Intermediate domain
    Specific domain
        OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

Sensitive job
    No

Overall purpose
    Maintenance/Evolution/Support/Communication/Formation liés aux applications du PMO: RCAM (JSIS online, ASSMAL, PMO Mobile) ainsi que d'EU LOGIN, MIPS, SYSPER, PABS, Payment Factory, sous la supervision d'un agent temporaire ou d'un fonctionnaire.
    Participer activement à la réalisation des objectifs du service (AMP) et de l'unité (UMP).

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>

- *Participation active aux réunions de secteur et d'unité ainsi qu'aux séances de formation continue.*
- *Participer à l'organisation de workshops pour les gestionnaires au PMO et apporter un support pour les collègues du business au PMO.*
- *Gérer (prise en compte, suivi, résolution) les demandes d'aide adressées par les gestionnaires par les moyens disponibles (emails ,téléphone ou système de ticketing).*
- *Participer à l'élaboration des fiches "Aide en ligne" des applications MIPS, SYSPER, PABS, Payment Factory, JSIS online, ASSMAL, PMO Mobile. Y-compris pour EU LOGIN.*
- *Participer à la formation, dans le cadre de l'assistance, des gestionnaires à la gestion du PMO et à son processus (y compris ses règles de calcul). Y-compris pour EU LOGIN.*
- *Participer aux réunions de suivi pour le support des applications MIPS, SYSPER, PABS, Payment Factory, JSIS Online, ASSMAL et PMO Mobile (Change Advisory Board, coordination avec DIGIT, etc). Y-compris pour EU LOGIN.*

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

- *Participer activement à la réalisation des objectifs du Service (Annual Management Plan) et de l'Unité (Unit management plan).*
- *Contribuer au travail en équipe et à une bonne ambiance sur le lieu de travail, en exerçant ses fonctions de manière respectueuse et courtoise vis-à-vis des collègues.*
- *Apporter un support aux collègues les moins expérimentés.*
- *Appliquer les standards de contrôle interne.*
- *Fournir, aux gestionnaires du PMO, une aide efficace dans leur travail quotidien pour ce qui est de l'application des règles et du processus du PMO. Y-compris pour EU LOGIN.*
- *Contribuer à la rédaction de documents tels que compte-rendu, fiche de communication, documentation à l'attention de gestionnaires, etc.*

+ <u>*IT SUPPORT and INFRASTRUCTURE*</u>

- *Contribuer à la définition et la mise en oeuvre de procédures de contrôle de la qualité.*
- *Aider et participer avec les équipes techniques à la mise en production des nouvelles versions des applications MIPS, SYSPER, PABS, Payment Factory, JSIS online, ASSMAL et PMO Mobile. Y-compris pour EU LOGIN.*
- *Préparer et suivre des rapports des tickets pour les applications MIPS, SYSPER, PABS, Payment Factory, JSIS Online, ASSMAL et PMO Mobile.*

Job requirements

Experience"

+ <u>*OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES*</u>
Job-Related experience:at least 1 year
Qualifier:desirable

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
French	B2	B2	B2	B2	B2
English	B2	B2	B2	B2	B2

Knowledge

- *BUDGET, FINANCE, CONTRACTS and ACCOUNTING*
    - *BUDGET and FINANCE*
        - *Financial regulation and procedures*
        - *Implementing rules*
- *HEALTH*
    - *MEDICAL CARE, HEALTHCARE SYSTEMS and POLICIES*
        - *Sickness/accident insurance and reimbursement (funds & rules)*
- *IT TOOLS for SPECIFIC APPLICATION AREAS*
    - *IT tools for OFFICE AUTOMATION*
        - *Functional mailboxes*
        - *Word*
    - *IT tools and systems for HRM*
        - *Sysper2: General*
    - *IT tools and systems for COMMUNICATION and PUBLICATION*
        - *Intranet management*
- *(APPLIED) COMPUTER SCIENCE*
    - *IT SUPPORT and INFRASTRUCTURE*
- *INSTITUTION STRUCTURES and ORGANISATIONAL DEVELOPMENT*
    - *EU INSTITUTIONS, incl STRUCTURES and FUNCTIONS*
        - *Commission services and their structure*
- *SOCIAL SCIENCES and POLICIES*
    - *SOCIAL SERVICES, PROTECTION and ACTIVATION SYSTEMS*
        - *Social insurance systems*

Competences

- *Analysing and Problem Solving*
    - *Capacity to analyse and structure information*
- *Communicating*
    - *Ability to communicate in meetings*
    - *Ability to understand and be understood*
    - *Capacity to present issues to an audience*
    - *Drafting skills*
- *Delivering Quality and Results*
    - *Ability to identify user's needs*
    - *Ability to work in a proactive and autonomous way*
    - *Capacity to act upon problems*
    - *Client orientation*
    - *Conscientiousness*
    - *Quality & process management abilities*
- *Learning and Development*
    - *Flexibility (openness towards new demands, etc.)*
- *Prioritising and Organising*
    - *Capacity to deliver in a structured way*
    - *Coordination skills*
    - *Planning capacity*
- *Working with Others*
    - *Ability to work in a team*
    - *Confidentiality*
    - *Sociability skills*

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: