



EUROPEAN COMMISSION

DIRECTORATE-GENERAL HUMAN RESOURCES

IT Business Analyst – HR Information Systems

Vacancy: Contractual Agent (3b)

Grade: FGIII

Where: DG HR.04, Brussels

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Reference n.: 270538 (for application form)

We are

The Human Resources and Security department (DG HR) oversees recruitment policy, training and career management, social policies and working conditions for Commission staff. It is also responsible for keeping buildings and employees safe, making sure that work continues during crises and dealing with online security.

Unit HR.04 – HR Digital solutions is responsible for driving digital innovation and transformation of the HR business services and processes owned by DG HR through development programs and projects of the corporate HR IT systems, of which SYSPER is the most important one. The unit ensures DG HR's global view across these systems and the coordination of the implementation of the Digital Solutions Strategy across the DG, in close cooperation with HR family. In this context, the unit has a leading role in the HR Digital Transformation programme that aims to transform the current HR IT landscape of the Commission and its partners.

The unit is also the principal point of contact of DG HR with DIGIT and oversees the joint planning for IT development in the field of HR policies. In line with its tasks, the unit also manages the collaboration with numerous stakeholders. This concerns not only the business units within DG HR and other HR family DGs and services, but also a growing number of other institutions and agencies using Commission HR IT tools (based on service-level agreements).

We propose

We propose a challenging position of **IT Business Analyst Assistant** who will contribute to the evolution and the transformation of the HR IT landscape. The person appointed will have a key role in advising and supporting institutions and agencies onboarding SYSPER and already using SYSPER through business and gap analyses, while at the same time ensuring

consistency, harmonised use and data quality. In line with the objectives set in the HR Strategy and HR IT Strategy, she/he will as well contribute to the implementation of IT projects for current and future HR IT platform and applications. Besides the stakeholders from the EU Organisations, the IT Business Analyst will work closely with business units in DG HR (owners of the different SYSPER modules) and DIGIT (responsible for the technical operations).

The job offers the possibility to:

Analyse how the HR processes, definitions, principles, practices are implemented by the different EU organisation with a view of supporting the use of SYSPER and related systems in an harmonised and consistent way and document the residual differences;

Identify viable business solutions, translate them into technical specifications and assist with their technical implementation;

Use appropriate tools to track differences in implementation and configuration during the interinstitutional adoption of SYSPER;

Define use cases and test configurations and proposed solutions on different technical environments;

Support the change management process and analyse change requests, which can result in proposing new solutions or workarounds to meet the business requirements;

Develop and deliver business oriented documentation, training and coaching sessions for a successful adoption and use of SYSPER;

Analyse business processes and propose options implementation and for automation/simplification in line with the capabilities and standards offered by the digital solutions;

Provide second level support for business and functional inquiries from the interinstitutional partners;

Initiate and contribute to projects and continuous improvement initiatives;

Interact with multiple stakeholders inside the DG, with the rest of the HR family, with DIGIT and with other EU organisations.

The job offers a quite unique opportunity to leverage and develop your IT business analysis skills within a set of complex, multi-annual programmes. The person appointed will integrate a dynamic team consisting of friendly colleagues, focused on delivery, smooth collaboration and service orientation.

We look for

A highly motivated, dynamic, and customer-oriented candidate with good communication, team spirit and problem-solving skills. A strong IT background and experience as business analyst with at least three years of professional experience in a position with similar duties and domain would be an advantage.

The successful candidate must have:

- knowledge and/or keen interest in Commission's human resources rules, processes and tools;
- technical knowledge, skills, and experience in interacting with users of IT systems and IT developers;
- capacity to understand interdependencies between technology, operations and business needs;
- advanced drafting skills, including technical drafting and presentation skills;
- strong analytical capacity and solution oriented thinking;
- a high sense of responsibility and strong service orientation;
- very good communication skills, with ability to analyse and structure complex information;
- high degree of planning and organisational skills, able to prioritise and manage multiple files and deliverables;
- good interpersonal skills, working well both independently and in a team-oriented, collaborative environment;
- very good command of spoken and written English equivalent to minimum level C1 and knowledge of French would be an advantage.

Familiarity with the following areas would be an advantage:

- PM2 and Agile (Scrum);
- Project/ service management related tools (JIRA, Confluence);
- Service management frameworks / ITIL.

Who is eligible to apply?

To apply, you must meet the following eligibility criteria:

General criteria:

Candidates will be eligible for this selection procedure if they fulfil the following formal criteria at the time of the application deadline:

- Be a national of a Member State of the European Union (EU) and enjoy their full rights as a citizen;
- Have fulfilled any obligations imposed by applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post
- Produce the appropriate character references as to suitability for the performance of the duties

- Languages: Have 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;

Specific criteria - Languages

Language 1: minimum level C1 in one of the 24 official EU languages

Language 2: minimum level B2 in English, French or German; must be different from language 1

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 (Croat), 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 criteria - Qualifications & professional experience

For function group III, the minimum level of education required is defined as follows:

- 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 three years;
- or where justified in the interest of the service, professional training or professional experience of an equivalent level.

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

The interested candidates should send their application respecting the deadline of the vacancy to the following email address: [HR-MAIL-04 @ec.europa.eu](mailto:HR-MAIL-04@ec.europa.eu)

The application is to include:

- The application form duly completed
- Your CV
- A motivation letter.

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

Selection procedure

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

Candidates selected for interviews will have to succeed in [an EPSO CAST exam](#) corresponding to the relevant function group.

The request to sit the EPSO CAST exams does not commit in any way the European Commission to invite candidates for a selection panel or offer a Contract Agent position, should they succeed the test.

During the recruitment process, candidates will be requested 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.

For more information on the Contract Agent positions please consult the following [EPSO page](#).

Should a position be offered, candidates are required to undergo a mandatory medical analysis and physical check-up with our selected medical service.

The working conditions of contract staff are governed by the Staff Regulations of Officials and the Conditions of Employment of Other Servants, as described in chapter IV, p. 215 of the following document:

<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20110101:EN:PDF>

Contract agents carry out tasks under the supervision of officials or temporary staff members. Further details concerning the nature of tasks and type of duties can be found in the EPSO Call for Expression of Interest for Contract Staff [ANNEX I](#).

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](#).