



EUROPEAN COMMISSION
DIRECTORATE-GENERAL INFORMATICS

IT Service Manager

Vacancy: Contractual Agent (3b) FGIV

Where: DIGIT B1, Brussels

Publication: from 15/05/2023 to 30/05/2023 until 12.00 hours Brussels time

We are

DIGIT is the Directorate-General for Informatics whose aim is to deliver digital services to enable EU policies and to support the Commission's internal administration.

The "Data services" unit (DIGIT.B1) in partnership with other Commission services and stakeholders, provides high quality solutions, guidance and expertise in the areas of collaboration, content, data, information and knowledge management to support the operational and strategic activities of the European Commission, with the aim to improve efficiency through information and knowledge sharing, interoperability, integration and standardization, enabling the successful implementation of the Commission's Digital Transformation and EU policies.

Amongst the solutions provided around the external web presence are the EUROPA Web Platform, several EUROPA websites, the EU Academy or the Conference on the Future of Europa digital platform.

We propose

The new Have Your Say Platform is a new solution currently under implementation aiming to support direct involvement and interaction of the citizens with the European Commission. It will be based on the experience of the previous Conference of the Future of Europe digital platform.

We propose a challenging position as IT Service Manager working in the new Have Your Say Platform. In support to the Business Owner of the Have Your Say, the IT Service Manager plays a vital role in the implementation of the platform, steering of the technical choices, leading the technical team activities and ensuring the proper functioning of the service. The project is a high political priority, demanding and fast moving and therefore we seek a candidate who can work fast and with precision, according to strict deadlines, with excellent attention to detail and responsibility for the full IT life cycle of the Have Your Say IT system.

The successful candidate will engage in various activities within the Have Your Say (e-participatory democracy tool based on Decidim open source software in combination with Drupal CMS), which include:

- IT Service Management for the Have Your Say, ensuring compliance with defined SLA in the delivery;
- Project Management of the Have Your Say, ensuring delivery of improvements and new functionalities as agreed with the business owners;
- Supervise and coordinate technical work related to the Have Your Say: technical architecture, improvement of non-functional requirements related to security, performance, scalability and stability of the system
- Act as first point of contact for enquiries by staff from COMM and Commission services using solution on technical issues;
- Provide support in communicating in relation to Have Your Say platform;
- Prepare relevant material for Have Your Say activities;
- Provide assistance to the Have Your Say Business Owner for reporting and ad hoc requests;
- Financial and contract management related to IT human resources, outsourcing, licenses and infrastructure costs for the Have Your Say platform;
- Initiate and follow up the selection, recruitment/contract renewal procedure of Have Your Say staff and contractors;
- Collect, follow up and monitor monthly time declarations for Have Your Say IT contractors.

We look for

We look for an experienced, extremely well-organised and responsible colleague to contribute to the EU Academy's objectives. The varied and interesting work requires high motivation, high initiative, eagerness to learn, team playing capacity but equally capacity to work autonomously.

The ideal candidate should have:

- a level of education which corresponds to completed university studies of at least three years attested by a diploma in an Information Technology related field of study;
- At least 3 years' experience in IT Service Management;
- At least 2 years' experience in IT Project Management;
- Relevant experience as service manager or project manager using Decidim participatory platform in a large organization will be considered an advantage
- Relevant experience as service manager or project manager for large Content Management Systems (especially Drupal) will be considered an advantage
- Relevant experience as service manager or project manager in a large web site or application involving more than 5 different languages in the UI will be considered an advantage
- Project Management or Service Management certification will be considered an advantage
- Good command of Project Management methodologies
- Good organisational skills, especially with regards to priority setting and planning;
- Ability to work accurately with a critical eye for detail;
- Ability to work with discretion on sensitive financial, administrative and HR matters;
- Ability to work in a proactive and autonomous way;
- Excellent interpersonal skills, allowing rapid integration in a dynamic, internationally-based team.
- Flexibility to change activities and priorities as the need arises.
- Excellent oral and written communication skills in English (C1).

The main working languages of the unit is English.

Am I eligible to apply?

You must meet the following eligibility criteria when you validate your application:

General conditions:

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 his or her 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;
- Qualifications: Completed university studies of at least three years attested by a diploma.

Specific conditions - 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](#)

Specific conditions - qualifications & professional experience

- A level of education which corresponds to completed university studies of at least three years attested by a diploma; or
- Where justified in the interest of the service, professional training 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 CV and motivation letter respecting the deadline of the vacancy to the following email address:

BOTA Florin Florin-Mircea.BOTA@ec.europa.eu

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](#) relevant to the function group.

The request to sit the [EPSO CAST exam](#) 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 [here](#).

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](#).