



2022-BRU-A5-FGIV-020548

FG IV – IT Service Officer - EU Academy

POSITION FOR:

Member of the Contract Staff FGIV – art. 3b of the Conditions of Employment of Other Servants
<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20110101:EN:PDF>

WE ARE:

As the Science and Knowledge Service of the Commission, the mission of DG Joint Research Centre is to support EU policies with independent evidence throughout the whole policy cycle.

The JRC is located in 5 Member States (Belgium, Germany, Italy, the Netherlands and Spain). Further information is available at: <https://ec.europa.eu/jrc/>

The current vacancy is in the Directorate for Strategy, Work Programme and Resources. With the JRC Strategy 2030, the JRC reinforces its commitment to scientific excellence. The creation of the Scientific Development Unit (SDU) is one of the instruments to underpin this strategy by developing and managing thematically crosscutting and multi-disciplinary programmes.

As part of the JRC's strategic scientific development, the Directorate has developed and set up the EU Academy, a modern online learning platform targeting external stakeholders, active and aspiring professionals, and businesses working on the implementation of EU policies in Member States and regions, and beyond. The platform brings together in a seamless user experience a number of state of the art tools for delivery of learning solutions, including online courses, interactive live classroom experiences and learning community management services.

Further information: <https://ec.europa.eu/jrc/en>; <https://academy.europa.eu/>

Work will be executed in the IT team in DG Informatics in charge of the IT delivery of the EU Academy. The possibility for transfer of the position for renewal in the IT team in DG Informatics exists.

WE PROPOSE:

We propose a challenging position as IT Service Officer working in the EU Academy IT team in direct collaboration with the Scientific Development Unit. In support to the Business Manager of the EU Academy, the IT Service Officer plays a vital background role. The project is 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 EU Academy IT system.

The successful candidate will engage in various activities within the EU Academy (Learning Management System based on open source Moodle), which include:

- IT Service Management for the EU Academy, ensuring compliance with defined SLA in the delivery;
- IT Project Management of the EU Academy, ensuring delivery of improvements and new functionalities as agreed with the business owners;
- Supervise and coordinate technical work related to the EU Academy: 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 JRC and Commission services using the EU Academy on technical issues;
- Provide support in communicating EU Academy community activities, training activities and events;
- Prepare relevant material for EU Academy activities;

- Provide assistance to the EU Academy Business Manager for reporting and ad hoc requests;
- Financial and contract management related to IT human resources, licenses and infrastructure costs for the EU Academy;
- Initiate and follow up the selection, recruitment/contract renewal procedure of EU Academy IT staff and contractors;
- Collect, follow up and monitor monthly time declarations for EU Academy 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 field of study and at least 5 years of professional experience in a field relevant to the position, alternatively a doctoral degree (PhD) in a field relevant to the position;
- 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 Moodle in a large organization or university will be considered an advantage;
- Relevant experience as service manager or project manager for implementation of large web based conference systems 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;
- 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).

INDICATIVE CONTRACT'S DURATION:

12 months initial contract with possible renewals up to maximum 6 years in DG Informatics.

PLACE OF WORK:

Brussels (BE) - work place will be in DG Informatics IT team.

RULES AND ELIGIBILITY:

Candidates for this contract agent post shall:

– (i) have passed a valid EPSO CAST selection procedure;

or

– (ii) be registered in the EPSO Permanent CAST https://epso.europa.eu/documents/2240_en

or

- (iii) be registered in the specialised call for researchers <https://ec.europa.eu/jrc/en/working-with-us/jobs/vacancies/function-group-iv-researchers> (used mainly by the JRC).

With a valid application number to one of the above, you may then apply for this specific vacancy at JRC through: <http://recruitment.jrc.ec.europa.eu/?type=AX>.

RECRUITMENT POLICY:

The JRC

- Cultivates a workplace based on respect for other people and the environment.
- Embraces non-discriminatory practices and equality of opportunity. In case of equal merit, preference will be given to the gender in minority.