



EUROPEAN COMMISSION

JOINT RESEARCH CENTRE

2022-PTT-I5-FGIII-021049

FG III - IT Service Agent - IT SUPPORT and INFRASTRUCTURE

POSITION FOR:

Member of the contract staff FGIII – 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 (JRC) 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 Unit I.5 the Advanced Computing and ICT Support Unit part of Directorate I, “Competences”.

The mission of the Advanced computing and ICT support Unit at the JRC is:

- to act as a centre of ICT competence supporting the operational activities of the JRC;
- to implement the JRC ICT policy and to provide a reliable, efficient and secure ICT infrastructure for the whole JRC in line with the Commission ICT strategy;
- to support and coordinate the implementation of corporate information systems.

Directorate Unit Competences – I, Advanced Computing and ICT Support – JRC.I.5

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

WE PROPOSE:

We are looking for an IT service agent who will contribute to IT Development and maintenance at central or decentralised level. S/he will be in charge of the platform services operational activities.

S/he will be required to:

- manage the servers, operating systems (mainly windows, some linux) and virtualization environment: install, upgrade, operation control, tuning and troubleshooting.
- manage office automation services: file server, printer server, user domain management.
- Plan, dispatch and follow up of technical interventions.
- Follow-up incidents do debugging and report to the manufacturer.
- be the second level problem follow-up of first level calls from the help desk.
- assist end users regarding the use of information systems to carry out their tasks.

WE LOOK FOR:

- The candidate should have at least a level of post-secondary education attested by a diploma in the field of Informatics or another related relevant discipline and appropriate professional experience of at least three years.
- The candidate must have two years of experience in the information and communication technologies and in system administration or in a complex technical environment (large number of PC's interconnected via LAN to servers).

A good knowledge of spoken and written English (B2) is required.

Furthermore, s/he will have knowledge in

- information systems management and maintenance;
- IT support and infrastructure;
- Hardware installation and maintenance;
- Microsoft Office Applications and M365;
- VMware;
- Backup software.

INDICATIVE CONTRACT'S DURATION:

36 months initial contract with possible renewals up to maximum 6 years.

PLACE OF WORK:

Petten – The Netherlands OR Karlsruhe - Germany

ELIGIBILITY CRITERIA:

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

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 Joint Research Centre

- 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.