



VACANCY NOTICE – 2023-PTT-T6-FGIII-022876

FGIII - IT Service Assistant – Frontend Infrastructure

Type of contract	Member of the European Commission's contract staff, Function Group III (article 3b of the Conditions of Employment of Other Servants)
Duration of contract	36 months (renewable up to maximum 6 years)
Area	IT support and infrastructure
Place of employment	Petten (NL)
Indicative basic salary	3028,92 - 3877,46 € (applicable as of 1 st of July 2022) For more detailed information please consult: Working Conditions .

WE ARE

The [Joint Research Centre \(JRC\)](#) provides independent, evidence-based knowledge and science, supporting EU policies to positively impact society.

The current vacancy is with Unit T.6. The mission of Unit T.6 is to act as a centre of ICT competence supporting all the activities of the JRC.

The Unit aims at implementing the JRC ICT policy and provides reliable, efficient and secure information systems and ICT infrastructure for the whole JRC in line with the Commission ICT strategy and the JRC ICT and data strategies.

The Unit provides support to the JRC ICT Governance bodies. The Unit also manages operational security of JRC's ICT in close collaboration with the LISO policies and recommendations. For specific business needs, the Unit offers a series of services in its different domain of expertise ranging from IT solution to implementation and operational maintenance.

The candidate will contribute to the execution of project and services in the frontend infrastructure team (consolidation of user domains, scientific application support).

We offer a post as IT Service Officer, based in Petten (NL), within the Frontend infrastructure team. This is a dynamic and interesting post, providing plenty of room for initiative and responsibility. We also propose a stimulating technical environment, projects of high interest and quality, and a friendly and efficient working environment, with a strong emphasis on collaboration and teamwork.

Less than 1 hour from Amsterdam and situated on the coast in the North Holland dunes, Petten boasts a unique family-friendly physical environment, ideal for outdoor and nature enthusiasts. The jobholder will join a motivated team of engineers and technicians dedicated to support the mission of JRC in a multitude of policy areas.



WE PROPOSE

The main tasks of the jobholder will be:

- contribute to the design of frontend infrastructure services;
- provide second-level support in system management;
- work on projects in the area of scientific user domain consolidation;
- carry out capacity planning analysis and system evaluation.

WE LOOK FOR

We are looking for a proactive and service-oriented person with a strong sense of responsibility able to work in a frontend desk; an IT person that has good technical knowledge related to the design of frontend infrastructure.

The candidate will be strongly client oriented and have a developed sense of commitment to delivering.

S/he will be invited to work in good relationships with the users and other IT teams in DG JRC, the Commission and external companies.

Education

- 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

Job-related experience

The candidate should have at least 3 years of experience in Information and Communication Technologies (ICT). Specialist experience in a frontend service is desirable.

Knowledge of IT security systems, information architecture and principles of maintenance of IT infrastructure will be an advantage.

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

HOW TO APPLY

If you are **already on a valid CAST FG III reserve list**, or you **have already applied to the call below**, you can directly submit your application at <http://recruitment.jrc.ec.europa.eu/?type=AX>.

If not, before applying to this position, **you must register** to the following:

- the [Call for Expressions of Interest | EU Careers \(europa.eu\)](http://europa.eu) (CAST Permanent FG III), which is used by a wide range of organisations (institutions, bodies, offices and agencies of the European Union), or

Note that the call has **minimum eligibility requirements and selection tests**.

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