

Call for applications

Selection of temporary staff

No AST.2025.01 — ‘IT service manager’

Temporary agent AST 4 — 5-year contract

EUDA

The EUDA is one of the European Union’s decentralised agencies. Based in Lisbon, it is the central source of comprehensive information on drugs and drug addiction in Europe.

The EUDA’s mission focuses on contributing to EU preparedness on drugs through four main actions:

Anticipate: We anticipate future drug-related challenges and their consequences.

Alert: We alert in real time on new drug risks and threats to health and security.

Respond: We help the EU and its Member States strengthen their responses to the drug phenomenon.

Learn: We facilitate EU-wide knowledge exchange and learning for evidence-based policies and interventions.

The EUDA is an equal opportunities employer and accepts applications without distinction on the grounds of age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities, marital status or family situation.

For further information on the EUDA, please visit <https://www.euda.europa.eu/>.

Position

The position we are recruiting for is currently situated within the Information Communication and Technology (ICT) Unit, and the selected candidate will be reporting to the Service Support team leader.

This role involves overseeing the delivery of ICT services, managing the service desk to handle user requests and incidents efficiently, and implementing proactive measures to prevent recurring issues. The IT service manager is responsible for executing ICT strategies that support the organisation’s business objectives and planning for future ICT needs, including hardware and software upgrades. In addition, this role encompasses managing technicians, changes to ICT systems, maintaining accurate records of IT assets, and ensuring the security and compliance of ICT systems and data. Effective communication with stakeholders at all levels is crucial, as is collaborating with other units to understand and meet their ICT needs. The IT service manager also plays a key role in managing relationships with ICT vendors and suppliers, negotiating contracts and ensuring the organisation receives the best value and service. Continuous improvement of ICT



services and processes is essential, requiring the IT service manager to stay abreast of the latest ICT trends and technologies.

Main duties

The successful applicant will be requested to perform the following main tasks and responsibilities:

- responsibility for the overall execution of IT service management (ITSM) practices;
- managing multi-sourced service support technicians to ensure effective service delivery;
- analysing existing ITSM processes, identifying risks and weak points and recommending improvements;
- overseeing the execution of the ICT support desk services and practices;
- setting up and reporting on service management key performance indicators;
- ensuring that the service management processes are properly reflected in the ITSM solution;
- preparing communication for end users and other stakeholders if required;
- preparing required policies and standard operating procedures supporting service management processes;
- contributing to all ITIL practices;
- creating a positive customer experience;
- other specific duties as assigned by the team leader or the Head of the ICT unit.

The jobholder may be required to contribute to other areas of work, according to the needs and priorities of the EUDA.

In order to perform the duties of the post and ensure effective communication with the actors and stakeholders involved, the main working language required for the job is English.

1. Job requirements

1.1. Eligibility requirements

Introduction

The selection procedure is open to applicants who satisfy the eligibility criteria below, on the closing date for application.

General requirements

- Be a national of one of the Member States of the European Union, Norway or Türkiye.
- Have fulfilled any obligations imposed by the laws concerning military service, if applicable.
- Produce the appropriate character references as to the suitability for the performance of the required duties.



- Be physically fit to perform the duties of the post ⁽¹⁾.

Education requirements

- 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.

Professional experience requirements

- Have at least nine years of relevant professional experience starting with the first position occupied after the completion of the diploma or certificate required for admission to this selection procedure, as mentioned above.

Language requirements

- Possess a thorough knowledge (mother tongue or minimum level C1) of one of the official languages of the European Union and,
- A proven satisfactory knowledge (minimum level B2) of another of these languages to the extent necessary for the performance of the required duties ⁽²⁾.

1.2. Essential requirements

Introduction

All eligible applications, according to the afore-mentioned criteria, will be assessed against the requirements listed below solely based on the information provided by the candidates in their application.

Please note that non-compliance with at least one of the essential selection criteria will result in the exclusion of the candidate from the selection process.

On the basis of the application

1. At least 6 years of experience in managing and supporting ICT service desk activities, including the use of various service desk tools and software (ServiceNow, iTop, ServiceDesk Plus or similar).
2. A minimum of 3 years of experience in implementing and managing incident, problem, configuration and change management processes to maintain the stability and performance of IT services.
3. At least 3 years of hands-on experience in managing end-user systems and devices, including the installation, configuration and maintenance of various products and applications to meet user requirements.
4. Demonstrated expertise with a minimum of 3 years of experience in Microsoft end-user application products and operating systems, ensuring proficiency in troubleshooting, configuration and support.

⁽¹⁾ As a condition for appointment, the successful candidate shall be medically examined in order that the EUDA may be satisfied that they fulfil this requirement, as foreseen in Article 12(d) of the Conditions of employment of other servants of the European Communities.

⁽²⁾ In addition, in order to be eligible to a first promotion, the staff member shall prove a working knowledge of a third EU language.



5. Experience in sourcing and managing consultants, IT equipment and service contracts to ensure optimal IT service delivery and cost-efficiency.
6. Experience working in multicultural and multilingual environments, demonstrating effective communication and collaboration across diverse teams.
7. Holding an ITIL Foundation certification or other equivalent certifications.

On the basis of the interview and written test

1. Ability to manage IT service requests and incidents effectively, emphasising prioritisation, resolution strategies and communication.
2. Ability to negotiate and manage service level agreements (SLAs) and operational level agreements (OLAs) to ensure IT services meet business requirements and to maintain strong relationships with stakeholders.
3. Demonstrate experience with installation, configuration, maintaining and troubleshooting AV equipment and systems, ensuring seamless integration with IT infrastructure and optimal performance for meetings and events.
4. Competence in managing Microsoft end-user application products and operating systems, ensuring proficiency in troubleshooting, configuration and support.
5. Ability to clearly and effectively communicate technical information to both technical and non-technical audiences.
6. Ability to collaborate effectively within teams composed of individuals from various disciplines, ensuring seamless integration of diverse expertise and perspectives.

1.3. Advantageous requirements

Introduction

Advantageous criteria constitute additional assets and will not result in exclusion, if not fulfilled.

On the basis of the application

1. Experience with IT budget management, capacity planning and forecasting future IT needs.
2. Experience with project management in different IT domains (e.g. IT infrastructure, software development).
3. Holding an ITIL certification for Practice Manager modules or above.
4. Holding a Microsoft certification (Microsoft 365 Certified: Fundamentals, etc.).

**On the basis of the interview**

1. Maintaining a professional and approachable demeanour, with a strong emphasis on collaboration, empathy and a proactive approach to delivering high-quality service.
2. Ability to adjust plans or workflows as needed while maintaining order and structure to ensure consistency and efficiency in achieving goals.

On the basis of the written test

1. Ability to identify and analyse project risks and issues, communicate effectively and propose solutions under typical project constraints.

2. Submission of applications

2.1. Overview

Procedure

- Interested candidates must apply for this post through the EUDA e-recruitment application, accessible on this link: <https://e-recruitment.euda.europa.eu>.
- To make an online application you will need to create your EUDA profile using a valid e-mail address and a password.
- During the application procedure, candidates should ensure that they clearly indicate how they meet the selection criteria in their application.
- All sections of the application should be completed in English in order to facilitate the selection procedure.

Deadline for applications

The closing date for the submission of applications is 17/02/2025 at 23.59, Lisbon time.

2.2. Selection procedure

Selection on files

- The selection on files is the phase during which the selection committee assess, on the basis of each application file received, whether candidates meet the requirements set for admission, eligibility and selection.
- The essential requirements have a maximum of 10 points each. Non-compliance with at least one of the essential selection criteria will result in the exclusion of the candidate from the selection process.
- The advantageous requirements have a maximum of 5 points each. Advantageous criteria constitute additional assets and will not result in exclusion, if not fulfilled.



- On this basis, the selection committee will select the candidates that obtain at least 60 % of the total points available to rank their compliance with the essential requirements and with the advantageous requirements.
- The maximum number of invitees for an interview shall be 10. This ceiling may be adapted, depending on the number of applications received, by decision of the appointing authority/authority authorised to conclude employment contracts. Should the case arise that there are various candidates scoring the same number of points in the 10th ranking, the number of candidates to be invited will be increased accordingly to accommodate this.

Interview and written test

- The selected candidates will be invited to carry out an interview and a written test.
- Interviews will be held by the selection committee, either at the EUDA premises or remotely (online).
- The candidates will be assessed on the basis of the essential requirements mentioned above out of a maximum of 10 points each and the advantageous requirements above out of a maximum of 5 points each.
- Candidates will be asked to undergo a written test, either at the EUDA premises or remotely (online).
- The candidates will be assessed on the basis of the requirements mentioned above and a maximum of 30 marking points will be available for this purpose.

Reserve list

- The work of the selection committee ends with the preparation of a draft reserve list of candidates considered suitable to occupy the position advertised, to be proposed to and approved by the appointing authority/authority authorised to conclude employment contracts of the EUDA.
- Only candidates who reach 70 % of the marking points can be included in the reserve list for appointment.
- On the basis of the adopted reserve list, the appointing authority/authority authorised to conclude employment contracts of the EUDA may offer a contract of engagement. (for externals)
- Candidates shall note that the inclusion in the reserve list does not guarantee that recruitment, which will depend, among other things, on availability of vacant posts and budget.
- The established reserve list may be used in order to fill similar positions within the EUDA.
- The reserve list will be valid until 31/12/2027 and may be extended by decision of the EUDA appointing authority/authority authorised to conclude employment contracts.

**Selection committee**

The selection committee for this selection procedure will be composed as follows:

- Sofia Feteira (chairperson and member designated by the EUDA Staff Committee)
- Ovidiu Huluban (member)
- Sérgio D'Ambra (member)

The selection committee's work and deliberations are strictly confidential and any contact, either direct or indirect, with its members is strictly forbidden. The confidentiality principle is intrinsic to all steps of the recruitment procedure and is in accordance with Article 6 of Annex III to the Staff Regulations of Officials of the European Communities.

Information on the process

All candidates will be informed of the outcome of the selection procedure.

For up-to-date information on the process of this selection procedure, please visit the EUDA's website at the following link: <https://www.EUDA.europa.eu/about/jobs>

Applicants invited for the second phase may be entitled to a flat-rate contribution towards travel and subsistence expenses. Information will be provided together with the invitation letter.

3. Conditions of employment

Legal framework

A contract offer will be made pursuant to the Conditions of employment of other servants of the European Union (<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20140101:EN:PDF>), for a five-year period according to Title II, Chapter 1, Article 8 of these Conditions.

Place of employment

The place of employment will be Lisbon, Portugal, where the EUDA has its seat.

Remuneration

The remuneration consists of a basic salary and, where applicable, additional allowances, paid on a monthly basis and reimbursements, paid upon their evidenced occurrence.

Monthly basic salary

- The jobholder's monthly basic salary, for AST 4 step 1 will be approximately EUR 5 200.

Correction coefficient

- A correction coefficient is applied to the remuneration of staff members in order to make up for differences in living conditions, as compared to Brussels and Luxembourg.
- In order to evaluate such differences in living conditions, the EU Staff Regulations use differences in purchasing power as a statistically reliable and calculable indicator.
- For Portugal, the local weighting factor is 92.1 % for 2025.

Examples of net monthly salaries are presented below:**AST 4 - Step 1 (less than 3 years of work experience)**

- a) Minimum final net salary (without any allowances): EUR 3 772
- b) Final net salary with expatriation allowance: EUR 4 541
- c) Final net salary with expatriation, household and 1 dependent child allowance: EUR 5 541

Income tax

- Income tax is levied progressively at a rate of between 8 % and 45 % of the taxable portion of your salary.
- A special levy (6 %) is calculated on the part of the remuneration exceeding the minimum remuneration.
- Your salary is exempt from Portuguese tax.
- For more information, please see the protocol on the immunities of the European Union.

Social security

Staff members pay a community tax at source and contribute to:

- health insurance and accident insurance;
- EU pension scheme;
- unemployment insurance.

Depending on the individual family situation and the place of origin, the jobholder may be further entitled to:

- Expatriation or foreign residence allowance.
- Family allowances:
 - household allowance;
 - dependent child allowance;
 - pre-school allowance;
 - education allowance.
- Taking up duties allowance:
 - installation allowance;
 - daily allowance intended offset costs of temporary residence;
 - reimbursement of removal expenses;
 - initial travel from place of recruitment to the place of employment for the staff member and direct family.

Annual leave

- Staff members are entitled to annual leave of 24 working days plus EUDA holidays, which correspond to some Portuguese national holidays and Easter, Christmas and other events.



- Additional leave days are granted for age, grade and if you are entitled to the expatriation allowance. Special leave is granted for certain circumstances such as marriage, birth of a child or other family events.

For more information consult our website: <https://www.euda.europa.eu/>

Confirmation of engagement and security clearance

Staff engaged by the EUDA are required to serve a probationary period of nine months. The successful applicants may be required to undergo a security vetting and clearance procedure.

Declaration of commitment to serve public interest independently

Staff engaged by the EUDA are required to make a declaration of commitment to act independently in the public interest and to make a declaration in relation to the interests that might be considered prejudicial to their independence.

EUDA staff are required to carry out their duties and conduct solely with the interests of the EUDA and of the European Union in mind; they shall neither seek nor take instruction from any government, authority, organisation or person outside their agency. EUDA staff shall carry out the duties assigned objectively, impartially and in keeping with the duty of loyalty to the EUDA and to the European Union.

Protection of personal data

All personal data collected for this selection process will only be used for the purposes of this selection procedure and will in no case be transmitted to any third party.

Any data provided will be treated in the strictest confidence and with high standards of security.

All documents provided to the EUDA during this selection procedure will be kept in the EUDA's files and will not be returned to applicants.

Application documents will only be kept for as long as it is mandatory to fulfil the requirements of existing auditing/control procedures applicable to the EUDA.

For further details please read carefully the 'Privacy statement' as published in the EUDA website at the following link: https://www.EUDA.europa.eu/about/data-protection_en.

4. Request for review and appeal procedure

Request for review

A candidate who feels that a mistake has been made during the selection procedure may ask to have their application reconsidered by sending, within 20 calendar days from 30/04/2025, a request for review, quoting the number of the selection procedure concerned to the chairperson of the selection committee at the following address:

EUDA
Chairperson of the selection committee
Praça Europa 1, Cais do Sodré



1249-289 Lisbon
Portugal

The selection committee will reconsider the application and notify the candidate of its decision within 45 calendar days of receipt of the letter.

Appeals procedure

Candidates who consider that they have been adversely affected by a particular decision may lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Communities and Conditions of employment of other servants of the European Union, at the following address:

EUDA Executive Director
Praça Europa 1, Cais do Sodré
1249-289 Lisbon
Portugal

The complaint must be lodged within three months. The time limit for initiating this type of procedure (see Staff Regulations <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1594050364017&uri=CELEX:01962R0031-20140101>) starts to run from the time the candidate is notified of the act adversely affecting them.

Like all citizens of the European Union, candidates can make a complaint to the European Ombudsman:

European Ombudsman
1 avenue du Président Robert Schuman — CS 30403
67001 Strasbourg Cedex
France

Note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90(2) and 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the European Union. Note also that, under Article 2(4) of the general conditions governing the performance of the Ombudsman's duties, any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

5. EUDA contact

Email: Recruitment@euda.europa.eu

Recruiter: Leila Mekkaoui

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