

Vacancy Notice

for establishing a reserve list

Digital Services Assistant

Reference EPPO-2026-AST-004 | **Location** Luxembourg | **Full-time** | **Contract Type** Temporary Agent type 2(f)
Duration of contract 3 years, with the possibility of renewal for an indefinite period
Function group & Grade AST 4 | **Selection** External, Internal & Inter-Agency
Minimum basic salary EUR 5.437,91 (plus benefits and other applicable allowances)
EPPO title Digital Services Assistant
Deadline for applications 17 August 2026, 23:59 CEST (Luxembourg time)

The [European Public Prosecutor's Office \(EPPO\)](#), the independent public prosecution office of the European Union (EU), is seeking applications for the position of **Digital Services Assistant**. The EPPO is a new and rapidly-growing EU body responsible for investigating, prosecuting and bringing to judgment crimes against the financial interests of the EU. If you are interested in being part of a dynamic multicultural organisation, check out [our website](#) where you will find more information about career opportunities at the EPPO, and living and working in Luxembourg.

1. THE ROLE

The Digital User Support Sector (DUSS) at the EPPO is accountable for formulating and executing strategies for the EPPO Digital Workplace while providing comprehensive support and assistance to a diverse user base spanning across all EPPO Member States.

As a key member of the Digital User Support Sector within the Digital Services Unit, you will play a pivotal role in facilitating day-to-day support for the Case Management Ecosystem (CMS). Your primary focus will be to deliver high quality Level 1 Support to end-users, ensuring seamless functionality to facilitate their daily work within CMS. The Case Management Ecosystem is the core business system of the EPPO, allowing European Prosecutors, EPPO case workers and analysts to perform all the casework and analysis-related functions, at every stage of the case lifecycle.

CMS support is provided covering extended business hours (08:00-19:00), carried out in shifts.

2. RESPONSIBILITIES

Reporting to the Head of the Digital User Support Sector, the Digital Services Assistant will be responsible for:

- Providing 1st level technical support for the CMS Ecosystem, including its underlying infrastructure, registering, troubleshooting, resolving end-user issues and incidents and collaborating with 2nd level support for escalations.
- Delivering and assisting in drafting technical documentation, creating and testing standard operational procedures, drafting end-user manuals.
- Participating as a technical expert in CMS improvement projects and contributing to solution designs.
- Preparing and delivering hands-on training for the onboarding of new staff.

- Operating EPPO IT services according to agreed service levels, ITSM best practices, internal policies and procedures.
- Assisting other DUSS team members in the provision of daily end-user support activities for all IT hardware, applications and services within the EPPO Digital Workspace, to assure support availability and mobility.

3. BASIC ELIGIBILITY REQUIREMENTS

To be considered eligible, you must satisfy each of the following basic eligibility requirements by the application's closing date:

GENERAL/COMMON REQUIREMENTS¹

- Be a national of one of the Member States of the Union and enjoy full rights as its citizen;
- have fulfilled any obligations imposed by the laws concerning military service;
- produce the appropriate character references as to the suitability for the performance of your duties²;
- be physically fit to perform your duties³;
- produce evidence of a thorough knowledge (C1 level⁴) of one of the official languages of the EU⁵ and of a satisfactory knowledge (B2 level) of another official language of the EU, to the extent necessary for the performance of your duties.

EXTERNAL APPLICANTS

- Possess a level of **post-secondary education** attested by a diploma, and after having obtained the diploma, at least **6 (six) years** of appropriate professional experience⁶; **or**
- Possess a level of **secondary education** attested by a diploma giving access to post-secondary education, and after having obtained the diploma, of at least **9 (nine) years** of appropriate professional experience.

INTERNAL APPLICANTS

- On the closing date for applications and on the day of filling the post, be a member of temporary staff 2(f) engaged within the EPPO in the function group and grade belonging to the grade indicated above (AST 4);
- be employed in a full-time job⁷;
- have completed the probationary period successfully.

¹ Mandatory criteria for the engagement of temporary staff as laid down in Article 12(2) of the CEOS.

² If successful, prior to recruitment, the successful candidate will be asked to provide a formal certificate confirming the absence of any criminal record from pertinent authorities.

³ Prior to recruitment, the successful candidate will be examined by one of the Institutions' medical centres to confirm that the requirements of Article 12 (2) (d) of the Conditions of Employment of Other Servants of the EU are met.

⁴ Cf. Language levels of the Common European Framework of Reference for language skills:
<https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>.

⁵ Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish.

⁶ Only qualifications that have been awarded in EU Member States or that are subject to the equivalence certificates issued by the authorities in the said EU Member States will be taken into consideration.

⁷ Note: the requirement is related to the post and not to the time arrangements (a staff member may work part-time but be employed on a full-time post).

INTER-AGENCY APPLICANTS

- On the closing date for applications and on the day of filling the vacant post, be employed as temporary staff 2(f) within your agency or institution in a function group and grade corresponding to the published function group and grade (AST 4);
- have at least 2 (two) years' service within your current agency or institution before moving⁸;
- have successfully completed the probationary period provided for in the Article 14 of the CEOS, in the relevant function group.

4. SELECTION CRITERIA

The following experience and competencies will be assessed throughout the different phases of the selection procedure.

Please note: All essential criteria are mandatory. Applications from candidates who do not fulfil all essential criteria will not be considered further. You must provide **specific examples** demonstrating how you meet both the essential and advantageous criteria in the application form.

Essential

- At least 5 (five) years of professional experience working in IT Support teams, such as 1st or 2nd level support Service Desk, providing support to enterprise applications and end-users.
- Proven experience in monitoring of enterprise applications.
- Proven experience in drafting and delivering technical documentation and procedures.
- Proven experience administering Microsoft Windows Server in integrated environments, including scripting (e.g. PowerShell).
- Experience and knowledge of Linux systems administration.
- Excellent knowledge of English, both written and spoken, at least at level C1⁹. *English, being the working language of the EPPO, will be used during the selection process.*

Advantageous

- Experience with ITIL best practices – specifically incident management, change management and configuration management.
- Experience and knowledge of SQL databases and syntax.
- Any knowledge of the following technologies: IBM Case Manager, IBM FileNet, IBM Business Automation Workflow, IBM Content Navigator.

5. YOUR SALARY AND BENEFITS

EXTERNAL SELECTION

The selected candidate will be offered a contract as a Temporary agent type 2(f) according to the Conditions of Employment of Other Servants of the European Union (CEOS). This contract will initially be for a period of **3 (three) years**, with the possibility of renewal for an indefinite period.

⁸ Any decision derogating from that principle shall be taken jointly by the two institutions/agencies concerned, having regard to the interest of the service of both agencies/institutions.

⁹ Cf. Language levels of the Common European Framework of reference: <https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>

Upon commencing employment, the selected candidate will be placed at Step 1 or Step 2 of Function Group AST, Grade 4, depending on their professional experience. The current basic monthly salary for Function Group AST, Grade 4 (Step 1) is **EUR 5.437,91**.

INTERNAL AND INTER-AGENCY SELECTION

The successful candidate will be selected from the reserve list based on operational requirements. For reasons related to the EPPO's operational needs, once the selected candidate receives an employment offer, they may be required to confirm acceptance within a short timeframe and be available to start the contract at short notice, as agreed with their current line manager.

The successful applicant will be assigned to the new post in accordance with the assignment decision, without an impact on their current contract (subject to any applicable amendment to the employment contract).

In addition to the basic salary, the following benefits might apply:

- Additional specific allowances (e.g. expatriation, household, dependent child, installation), depending on the individual's family situation and place of origin;
- Flexible work arrangements – hybrid work regime, such as flexible working hours, teleworking;
- Part-time work regime;
- Training and development opportunities;
- Annual leave entitlement of at least 24 days;
- Maternity/paternity leave and parental leave under certain conditions;
- Sickness and Unemployment Insurance Scheme enabling access to care worldwide;
- EU Civil Service Pension rights after 10 years of service;
- Opportunities for management career development in the EU Public Service.

The salary is subject to a Community tax deducted at source, and staff members are exempt from national taxation. [Full details](#) of the remuneration package are laid down in Articles 62-70 and Annex VII Annex VII to the Staff Regulations of Officials of the European Union.

6. HOW TO APPLY

1.	Download and fill in the EPPO Application form – it can be found on our website: https://www.eppo.europa.eu/careers/how-apply_en
2.	Save your completed form as follows: SURNAME_Name_Reference number
3.	Send the completed EPPO Application form, in PDF format, to our Talent Acquisition team: EPPO-RECRUITMENT@eppo.europa.eu by 17 August 2026, 23:59 CEST .
4.	In the email subject line, please mention the reference of this vacancy, followed by your surname (Subject: Reference number_SURNAME)

Please note that the reserve list will be valid until **31/12/2027**, with the possibility of extension.