

**Vacancy Notice**  
for establishing a reserve list

## Service Desk Assistant

<b>Job title:</b>	Service Desk Assistant
<b>Reference number:</b>	EPPO-2024-FGIII-003
<b>Type of contract:</b>	Contract staff (initial contract of 2 years), full-time
<b>Function group &amp; grade:</b>	FG III
<b>Salary:</b>	minimum basic monthly salary € 3.111,21 (at grade 8) and benefits; see further information below
<b>Place of work:</b>	LUXEMBOURG
<b>Closing date:</b>	4 <sup>th</sup> June 2024 <sup>1</sup> 23:59 (CET)

The [European Public Prosecutor's Office \(EPPO\)](#), the independent public prosecution office of the European Union, is seeking applications for the position of Service Desk Assistant.

The EPPO is a fast-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.

---

<sup>1</sup> Published on 7 May 2024

## 1. THE ROLE

As a Service Desk Assistant, you will be part of the Corporate Services Sector. You will work as part of the Service Desk team dealing with a broad range of tasks and acting as the first point of contact for all requests and support issues related to IT, Security and Corporate Services areas and reporting to the Head of Corporate Services Sector.

## 2. YOUR TASKS AND RESPONSIBILITIES

Reporting to the Head of Corporate Services Sector your tasks will include, but not be limited to the following:

- Acting as a first point of contact for all technical support issues;
- Management of all IT and non-IT related requests, providing first level support and assignment of issues for second level support as required;
- Ensuring the installation, conduct computer diagnostics to determine nature of problems;
- Logistical support and management of office supplies;
- Requesting IT equipment for newcomers;
- Liaising with EPPO services and stakeholders at all levels for requests processing;
- Performing any other administrative duties as requested;
- Implementing other ad hoc tasks upon direction from the Head of Sector.

## 3. BASIC ELIGIBILITY REQUIREMENTS

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

- You have a level of post-secondary education attested by a diploma;

Or

- You have a level of secondary education attested by a diploma giving access to post-secondary education and, after the award of the diploma, have acquired at least **3 (three)**

**years** of appropriate professional experience.

**You must also:**

- be a national of one of the Member States of the Union and enjoy full rights as a 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 duties<sup>2</sup>;
- be physically fit to perform your duties<sup>3</sup>; and
- produce evidence of a thorough knowledge of one of the official languages of the EU<sup>4</sup> and of a satisfactory knowledge of another official language of the EU, to the extent necessary for the performance of your duties.

#### 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, meaning that no application will be assessed further if a candidate does not fulfil at least one of the essential criteria.*

*You must provide specific examples of how you meet both the essential and advantageous requirements in the application form.*

- **Essential:**
  - a) Professional experience in IT or Facilities support team;
  - b) Experience in providing support to users;
  - c) Ability to work in a proactive and autonomous way;

---

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

<sup>3</sup> 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.

<sup>4</sup> The official languages of the European Union: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish.

- d) Ability to analyse data and process reports;
- e) Work experience in providing assistance to multiple teams at the same time;
- f) Excellent knowledge of English, both written and spoken, at least at level C1<sup>5</sup>; *English, being the working language of the EPPO, will be used during the selection process.*

- **Advantageous:**

- a) Experience in EU Institutions, agencies or bodies and/or similar international multicultural organisation;
- b) Knowledge of and experience with the IT tools and applications used in the EU institutions;
- c) Experience with a tool for incidents management;
- d) Knowledge of French, both written and spoken, at least at level B2.

- **Interpersonal skills:**

- a) Excellent organisation and planning skills;
- b) Excellent communication skills towards non-technical end users;
- c) Ability to multitask and prioritise tasks;
- d) Capacity to analyse and structure information;
- e) Ability to perform well under pressure;
- f) Ability to conceptualise problems, identify and implement solutions;
- g) Ability to identify user's needs;
- h) Strong client orientation;
- i) Capacity to act upon problems;
- j) Ability to work independently as well as part of a team in a multi-cultural environment.

---

<sup>5</sup> Cf. Language levels of the Common European Framework of reference:  
<https://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>

## 5. YOUR SALARY AND BENEFITS

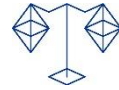
Successful candidate(s) may be offered a contract as a contract agent of the type 3(a) in accordance with the Conditions of Employment of Other Servants of the European Union (CEOS) for an initial period of two (2) years, which may be renewed for another period of three (3) years. After the second period, the contract may be renewed for an indefinite period.

Successful candidate(s) who will be offered a contract of employment will, on their entry into service, be placed in grade 8, 9 or 10 of function group III, depending on the length of the professional experience. The basic monthly salary for Function Group FGIII, Grade 8 is currently € 3.111,21 (Step 1).

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 the place of origin;
- Flexible work arrangements (such as flexible working hours, teleworking);
- 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.

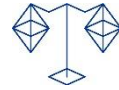
The salary is subject to a Community tax deducted at source and staff members are exempt from national taxation.



## 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/how-to-apply>
- 2. Save your completed form as follows:**  
SURNAME\_Name\_Reference number
- 3. Send the completed EPPO Application form, in PDF format, to our Selection and Recruitment team** [eu-eppo-recruitment@ec.europa.eu](mailto:eu-eppo-recruitment@ec.europa.eu) by **4 June 2024, 23:59 (CET)**.
- 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 **31/12/2025**, and might be extended.



## Annex to the Vacancy Notice

### 1. Application procedure

Please refer to the job description under `Your tasks and responsibilities` for detailed application instructions.

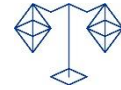
- **Eligibility:** Candidates are required to carefully check, in advance of submitting an application, whether they meet all the eligibility criteria – particularly concerning the required types of diplomas and lengths of professional experience, as well as their linguistic abilities.
- **Security clearance:** The candidate must either be a holder of a valid security clearance up to the level of “SECRET UE/EU SECRET” or be willing to undergo the national security vetting procedure (in order to be allowed to perform the job).
- **Language:** All applications must be in English. The interview will be held in English and other required language, if applicable.
- **Application form:** Applications not sent using the EPPO application form will be disqualified and treated as non-eligible, as will incomplete and/or not readable applications and not sent in PDF format.
- **Professional experience:**

ANY GIVEN PERIOD MAY BE COUNTED ONLY ONCE (in order to be calculated as eligible, years of studies or professional experience to be taken into account shall not overlap with other periods of studies or professional experience, e.g. if the applicant had a full-time job and did freelance consultancy work in the evenings and weekends, the days spent on the latter will not be added to the period).

Part-time work experience will be counted in proportion to the percentage of full-time hours worked; therefore, candidates are requested to indicate the percentage of part-time employment.

Compulsory military service or equivalent civilian service accomplished after achieving the minimum qualification stated above shall be taken into consideration as professional experience if official documentation is provided.

Free-lance or self-employed applicants must provide either a practicing certificate (or equivalent), or a copy of the entry in the relevant trade register, or any other official



document (for example a tax document) showing clearly the length of the relevant professional experience.

- **Education:**

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

PhDs may be counted as professional experience only if the candidates received a study grant or salary during the time of PhD studies. The maximum duration counted for PhD is three years, provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure.

- **Supporting documents:** e.g. certified copies of degrees/diplomas, references, proof of experience, etc. should not be sent at this stage, but must be submitted at a later stage of the procedure upon request of the EPPO.
- **Application deadline:** The EPPO will disregard any application sent after the deadline. Applicants are strongly advised not to wait until the last day to submit their applications, since heavy internet traffic or a fault with the internet connection could lead to difficulties in submission. The EPPO cannot be held responsible for any delay due to such difficulties.

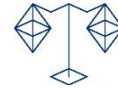
**Please note:** Due to the high number of applications received in each selection procedure, only candidates shortlisted for interview will be contacted. All candidates will be informed when a procedure is closed.

## 2. Selection procedure

1. **Assessment of application:** The applications are assessed by a Selection Board against the eligibility requirements and the selection criteria.
2. **Job interviews and written tests:** The most suitable candidates, up to maximum number of 20 (twenty), are invited for an interview with the Selection Board and for a written test who best correspond to the profile sought and on condition that they have achieved a score of at least 60% during the evaluation of applications.

The EPPO is committed to providing access to all persons with disabilities and will provide necessary and reasonable accommodations to enable everyone to participate





in its selection processes. If you require specific equipment or support, please let us know via email at [EU-EPPO-RECRUITMENT@ec.europa.eu](mailto:EU-EPPO-RECRUITMENT@ec.europa.eu)

### 1. **Reserve list:**

The Selection Board proposes, to the Administrative Director, a list of adequately skilled candidates to be included on a reserve list (talent pool) who most correspond to the profile sought and who receive at least 60% of the maximum points of the combined interview and written test.

*Candidates placed on the reserve list may be considered for a position within either the EPPO or, after eventual agreement by the EPPO, one of the EU Agency.*

2. **Second job interview:** In line with the applicable rules, candidates on the reserve list may be invited for a second interview with the Administrative Director.

In accordance with Articles 11 and 11a of the Staff Regulations (SR) and Article 11 of the Conditions of Employment of Other Servants of the European Union (CEOS), **the appointed candidate is required to make a declaration of interests** before the recruitment.

The EPPO Appointing Authority will examine whether the successful candidate has any personal interest which may impair their independence or any other conflict of interest in relation to the position offered, and will adopt appropriate measures accordingly.

All applications are treated fairly. Applicants will be assessed on the basis of their qualifications and in strict compliance with the principle of equal opportunities in order to make the best possible match between the profile of the candidate and the requirements of the job.

Under no circumstances should candidates contact the Selection Board, directly or indirectly, concerning this selection procedure. The Appointing Authority reserves the right to disqualify any candidate who would disregard this instruction.

### 3. **Equal opportunities**

The EPPO applies a policy of equal opportunities and accepts applications without discrimination on any grounds such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

#### 4. Privacy Notice

The EPPO processes the personal data submitted by the applicants as part of the application form, in any submitted supporting document at any stage in the selection and recruitment process, and communication related thereto. The purpose of this processing operation is to assess the suitability of candidates for a position at the EPPO and to administer the documentation related to the selection and/or recruitment. This includes also the processing of the submitted data for related administrative aspects, such as e.g. financial reimbursements, calculation of entitlements, etc.

During this processing, the personal data will be made available to selected staff working in Human Resources, Finance & Procurement, and in case of appeals or complaints, the Legal Service. Further, it will be made accessible to the members of the Selection Board, the Appointing Authority and respective supporting staff. Lastly, it may also be shared with other parties in the context and purpose of audits, inspections and internal investigations, be they internal or by supervisory authorities.

The personal data collected for this purpose will be stored for no longer than three (3) years following the financial discharge for the year in which the recruitment was finalised, in order to comply with audit obligations, unless ongoing legal proceedings, investigations or audits require their continued storage. Where the process led to employment of a candidate, some of the documentation and personal data contained therein will be carried over into the personnel file and subject to the regime applicable thereto.

The processing is necessary to select and recruit candidates suitable to cover the vacancies of the EPPO and to therefore enable it to perform its tasks. The legal basis being implemented and binding on the EPPO's selection and recruitment process are the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union and their implementing rules. The applicable legal framework for data protection purposes for this processing of administrative personal data is Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 ([OJ L 295 of 21.11.2018](#)).

The applicant has the right at any time to request access to, rectification, restriction or erasure of their personal data. To exercise these rights, request assistance in their exercise or questions thereto, or file a complaint, they may contact the data controller, or the Data Protection Officer of the EPPO. They also have the right to address themselves to the European Data Protection Supervisor to lodge a complaint.

The controller is the EPPO, and for this process coordinated by the Head of Human Resources, can be contacted by email at [EU-EPPO-RECRUITMENT@ec.europa.eu](mailto:EU-EPPO-RECRUITMENT@ec.europa.eu).

The Data Protection Officer can be reached at [EPPO-DPO@eppo.europa.eu](mailto:EPPO-DPO@eppo.europa.eu).

The European Data Protection Supervisor can be contacted at [edps@edps.europa.eu](mailto:edps@edps.europa.eu).

### 3. Appeals

Candidates, who consider that their interests have been prejudiced by any decision related to the selection procedure, may lodge an administrative complaint under Article 90(2) of the Staff Regulations of Officials of the European Union within the time limit provided for, at the following address:

European Public Prosecutor's Office (EPPO)  
For the attention of the Administrative Director, Mr Olivier RAMSAYER  
*EPPO-2024-FGIII-003– Service Desk Assistant*  
11, Avenue John F. Kennedy  
1855 Luxembourg  
Luxembourg

Email: [EU-EPPO-RECRUITMENT@ec.europa.eu](mailto:EU-EPPO-RECRUITMENT@ec.europa.eu)

The complaint must be lodged within three (3) months. The time limit for initiating this type of procedure starts to run from the time the candidate is notified of the act adversely affecting them.