



**EUROPEAN  
DATA PROTECTION  
SUPERVISOR**

**VACANCY  
NOTICE**



The EDPS is looking for an

## **IT Application Support and Project Assistant**

<b>Vacancy notice n°</b>	16-2026-EDPS-TP-CA
<b>Type of post/type of contract</b>	Contract Agent (CA) (1 year)
<b>Grade/function group</b>	FGIII
<b>Publication under</b>	Article 3b of the CEOS
<b>Place of employment</b>	Brussels (Belgium)
<b>Deadline for applications</b>	14/04/2026 (Brussels time GMT+1) at 12:00 midday

### **WHO ARE WE?**

#### **The EDPS - a young and dynamic institution**

The European Data Protection Supervisor (EDPS) is the independent data protection authority of the EU institutions and bodies and the advisor to the EU legislator on data protection matters. Established in 2004 and based in Brussels, the EDPS works to promote a strong data protection culture across the EU institutions and in EU legislation. We also closely monitor technological developments and seek to anticipate their impact on the individuals' privacy. Additionally, since the entry into force of the AI Act, we ensure that the EU institutions use, develop, and deploy AI in line with its rules. The EDPS employs around 170 staff members, including EU officials, Contract Agents, Temporary Agents, Seconded National Experts and Trainees, working on a full-time or part-time basis.

#### **The EDPS - a great place to work**

We value a strong culture of respect, flat hierarchical structures and an open door policy to foster innovative ideas and a strong collaboration between colleagues. To ensure our staff's well-being and motivation, we believe that it is essential to create a healthy organisational climate and to strike a good work-life balance. To achieve this, we offer various flexible working arrangements, as well as learning and development opportunities, such as job-shadowing and training programmes.

## WHO ARE WE LOOKING FOR?

Someone who

- fits in an informal and friendly yet professional working environment;
- appreciates working collaboratively with other colleagues on a variety of different projects;
- brings their creativity and initiative to the table;
- engages constructively with stakeholders, based on our core values: integrity, impartiality, transparency and pragmatism.

## ABOUT THE POSITION

Our job vacancy is in the Digital Transformation Sector of the **Technology and Privacy Unit**. The unit provides expertise at the intersection of policy and information technology by generating in-depth knowledge about the impact of technology on privacy and data protection, including the forecast of future trends.

The Technology and Privacy Unit of the EDPS is in charge to monitor relevant developments, insofar as they have an impact on the protection of personal data, in particular the development of information and communication technologies. The unit also serves as technological advisor and contributor for other units and sectors in the EDPS.

In addition, the unit is leading the technical audits of IT systems carrying out data processing operations and in particular the Large Scale IT systems of EU Institutions (EUIs), such as SIS II, Eurodac, VIS, etc. These audits follow the requirements of specific legal instruments and international standards and controls. The unit handles the notification of personal data breaches from the other Union institutions, bodies, offices and agencies (EUIs).

### **As an IT Application Support, your main responsibilities will include:**

- Collaborate in the drafting of different types of documents, including procedural documents, emails to users, user guides and general documents to help end-users of IT applications;
- Gather and review user feedback, statistics and reports to contribute to the improvement of existing systems, applications, processes and procedures in use at the EDPS;
- Follow-up of tickets (incidents and request) to relevant stakeholders until they are solved;
- Collaborate with development teams to resolve applications issues and problems;
- Assist in the analyses of service management Key Performance Indicators and statistics to improve services to users;
- Assist in the liaising with other EUI, notably the EDPB, DG ITEC of the European Parliament and DG DIGIT of the European Commission, for all IT applications in use at the EDPS and IT needs;
- Creation of training material for users and trainers on IT applications in use at the EDPS (e.g. knowledge base, best IT practices, IT Service Management tool, etc);
- Contribute to EDPS knowledge management, in particular by managing the IT Support section of the EDPS Intranet;
- Contribute to the managing of the Registration Authority of the EDPS Public Key Infrastructure and the EDPS digital certificates;
- Implement IT good governance and management policies and principles;
- Contribute to the ongoing reflection on the EDPS IT infrastructure modernization;

### As a Project Assistant, your main responsibilities will include:

- Contribute to the management of IT project lifecycles from planning and requirement gathering to deployment, evaluation and maintenance, applying methodologies such as PM2, PRINCE2, or similar frameworks;
- Collaborate on the drafting of the applicable artefacts, such as the business case and the project charter;
- Coordinate project-related activities, such as scheduling meetings, setting up conference calls, and arranging training sessions;
- Maintain accurate and up-to-date project records, including project schedules, budgets, and progress reports;
- Identify opportunities for process improvements and implement changes to increase efficiency and effectiveness;
- Provide regular status updates to the Head of Sector and Head of Unit, stakeholders, and team members, including highlighting progress, issues, and risks;
- Actively collaborate with teams from other EU institutions and coordinate the contribution from external providers, managing dependencies and ensuring smooth cross-organizational project execution;
- Ensure that projects are delivered on time, on budget, within scope, and with high-quality technical outcomes;
- Implement continuous improvement initiatives by gathering lessons learned from past projects and incorporating them into future workflows.
- You may also be required to carry out additional tasks when necessary and in the interest of the service.

## OUR ELIGIBILITY AND SELECTION CRITERIA

### Eligibility criteria

For your application to be considered, you must meet the following criteria by the deadline for submitting applications<sup>1</sup>:

Qualifications and professional experience<sup>2</sup>:

- 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.
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- Candidates for this Contract Agent position must have passed the EPSO Permanent CAST (at the latest by the end of the recruitment process) and are therefore encouraged to create a corresponding EPSO profile already with their application.

### Selection criteria

We are looking for someone with the following skills and experience:

#### Essential criteria

- At least 3 years of experience with IT project management methodologies (e.g.: PM2, PRINCE2, PMBOK, Agile, ...) and the ability to apply them in large-scale projects;
- Experience assisting with IT project compliance documentation;

<sup>1</sup> In case you will be offered the job, you must also provide evidence of EU nationality; have completed any compulsory military service; provide appropriate character references (have no criminal record); pass the EU institutions' medical examination; be fluent in one of the EU languages and be able to work in a second EU language.

<sup>2</sup> Only qualifications awarded by EU Member State authorities or qualifications recognised, as equivalent by the relevant authorities will be taken into consideration. Qualifications/diplomas awarded until 31/12/2020 in the United Kingdom are accepted without further recognition.

- At least 1 year of experience in IT service management and application support;
- Experience using IT Service Management Tools (e.g.: ServiceNow, Salesforce, ...) and IT service management methodologies, from the perspective of the IT support team;
- Good understanding of the functioning of the administrative agreements between public administrations in the area of IT;
- Strong analytical and communication skills, with the ability to present technical content to both technical and non-technical audiences;
- Ability to collaborate with cross-institutional teams and external stakeholders;
- Fluency in English (at least C1) and French (equivalent B2);
- Security clearance or willingness to obtain one.

### **Advantageous criteria**

- Good understanding of the structure and functioning of the European Union;
- Experience working with EU institutions or international organisations;
- Accomplished training/certification in project management (e.g. PM2) and service management (e.g. ITIL);
- Experience with Project Governance documentation (e.g.: Project Charter), Data Protection and Security documentation;
- Experience assisting in the establishment and application of service-level agreements with external providers;
- Experience in attribution of user rights in IT systems, including management and distribution of access certificates or other types of tokens;
- Experience organising and managing regular videoconferencing systems in big events;
- Knowledge of EUDPR;
- Very good ability to handle multiple projects under deadlines, with flexibility to work across diverse IT tasks;
- Ability to work independently as well as collaboratively in a team environment.
- Fluency in more EU languages.

## **HOW TO APPLY?**

Interested in this position? Please apply via the following link by **14/04/2026 at 12:00 midday (Brussels time)**:

<https://ec.europa.eu/eusurvey/runner/VN-16-2026-EDPS-TP-CA-IT-Assistant>

You will have to **complete the online application form and upload the following documents**:

Cover letter detailing why you are suitable for this role (PDF format of maximum size of 1MB);

CV (preferably in Europass format)

Optional: All supporting documents, such as references, certificates, must be merged into one single PDF document of a maximum size of 1MB.

Do not hesitate to contact [edps-selections@edps.europa.eu](mailto:edps-selections@edps.europa.eu) in case you have any questions.

## OUR SELECTION PROCEDURE

All eligible applications will be scrutinised by a selection panel. Candidates whose applications best match the selection criteria will be invited for an interview during which the selection panel will assess each candidate's performance. In addition, a second interview or written tests may be carried out. At the EDPS we aim for all selection panels to have a gender-balanced composition.

## OTHER IMPORTANT INFORMATION

### Equal opportunities

The EDPS is committed to promoting diversity, inclusion, and giving everyone equal opportunities to succeed.

As such, the EDPS welcomes all applications without discrimination on grounds of sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of national minority, property, disability, age, gender identity or sexual orientation.

If you require any special arrangements (due to a disability) to take part in this selection procedure, please indicate this on your application.

### Data protection

A data protection notice detailing how the EDPS processes candidates' personal data in the context of recruitment can be found [here](#).

Join us in shaping a safer digital future!