VACANCY NOTICE FOR POSITION OF
Service Desk Coordinator – Temporary Agent (AST4)
Reference no. EEA/AST/2025/1

Please send us your application by no later than 10 February 2025 at midnight (Copenhagen time), following the instructions in the ANNEX.

The European Environment Agency (EEA) is organising an open competition with a view to view to recruiting an officer to work as service desk coordinator, and further with a view to establishing a reserve list.

THE AGENCY:
The EEA is an Agency of the European Union (EU) and one of the decentralised Union bodies. The EEA aims to support sustainable development and to help achieve significant and measurable improvement in Europe's environment, through the provision of timely, targeted, relevant and reliable information to policy-making agents and the public.

JOB DESCRIPTION:
The Service Desk Coordinator will be responsible for overseeing and coordinating the activities of the IT Helpdesk and other specialized helpdesks within the Agency. This includes ensuring effective delivery of first-level IT support services, supervising technical resolutions, and fostering alignment with IT Service Management (ITSM) best practices and ITIL standards. The Coordinator acts as a bridge between users, helpdesk teams, and other ICT functions to ensure a high-quality support experience.

The Service Desk Coordinator will report to the Head of Unit Information and Communication Technology, who in turn reports to the Head of Digital Department (see organisational chart).

The position will entail the following tasks:

Service Desk Coordination and Management:

- Oversee day-to-day operations of the IT Helpdesk and other specific helpdesks (EIONET, Reportnet, etc.);

- Ensure the delivery of first-line IT support services in alignment with Agency standards and SLAs / OLAs;

- Monitor service desk performance metrics, ensuring timely resolution of incidents and service requests;

- Manage and document workflows, standard operating procedures, and user guidelines for help desk activities;

- Proactively monitor IT systems and services, ensuring that potential issues are identified and resolved effectively;

- Collaborate with Facilities Management to address IT-related needs for office workstations, meeting rooms, printers, and other workplace equipment.

First-Level IT Support Oversight:

- Supervise and guide helpdesk staff in diagnosing and resolving first-level technical issues related to hardware, software, network, and system access;

- Ensure that processes for account creation, password resets, and access provisioning are performed efficiently and securely;

- Coordinate the resolution of common technical challenges, escalating complex issues to higher-level support as necessary;

- Oversee the setup and compliance of endpoint devices with organisational IT and security standards;

- Provide strategic input to enhance the first-level support framework and drive improvements in efficiency and user satisfaction.

User Engagement and Support:

- Act as the primary escalation point for unresolved user feedback, ensuring concerns are addressed professionally;

- Communicate updates on Service Desk activities, including known issues and resolutions, to end-users and stakeholders;

- Coordinate training and onboarding processes to ensure new users are equipped with the necessary IT tools and support;

- Promote and oversee the use of self-service resources for recurring issues and FAQs.

Knowledge Base and Asset Management:

- Ensure the development and maintenance of a robust knowledge base with solutions to recurring issues;

- Supervise IT asset management processes, ensuring an up-to-date inventory of IT equipment and software licenses;

- Oversee the coordination of IT asset deployment, replacements, and repairs.

Incident and Problem Management:

- Manage the incident lifecycle, ensuring proper prioritization, resolution, and documentation;

- Conduct or oversee root cause analyses for recurring incidents and coordinate corrective actions to prevent recurrence;

- Manage the communication and escalation of incidents to second and third level support (e.g. Systems & Networks team, vendors, developers, etc).

Team Leadership and Coordination:

- Lead and support helpdesk teams in delivering high-quality services to users;

- Provide coaching and training to helpdesk staff, fostering a culture of collaboration and continuous improvement;

- Ensure alignment of helpdesk activities with organisational goals and IT strategies.

ELIGIBILITY CRITERIA:

Candidates applying must satisfy the following eligibility criteria on the closing date for the submission of applications:

a)	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 3 years;

b)	Following the award of one of the qualifications above, candidates must have a minimum of 9 years of relevant professional experience.

In addition, in order to be eligible a candidate must:

- Be a national of one of the member countries of the EEA (Member States of the European Union plus Iceland, Liechtenstein, Norway, Switzerland and Turkey);

- Enjoy full rights as a citizen;

- Have fulfilled any obligations imposed by law concerning military service;

- Have a thorough knowledge of one of the languages of the EEA member countries and a satisfactory knowledge of another of these languages (corresponding to level B.2 of the Common European Framework of Reference for languages CEFR);

- Meet the character requirements for the duties involved;

- Be physically fit to perform the duties linked to the post.

Candidates should assess carefully and check before submitting their application whether they fulfil all the conditions for admission laid down in the vacancy notice, particularly in terms of qualifications and relevant professional experience.

SELECTION CRITERIA:

(In your application, please provide examples from current or past work experience where these competencies have been applied).

Essential:

- At least six years of professional experience in Information and Communication Technology (ICT);

- At least three years in the specific field related to the duties of the position;

- At least two years in a coordination or team leadership capacity;

- Proficiency in service desk tools and ticketing systems (e.g., OTRS, ServiceNow, Microsoft SCSM);

- Knowledge of Active Directory for user management;

- Understanding of IT infrastructure, including networking, and enterprise applications (e.g. MS Teams, MS SharePoint, MS OneDrive, M365, Intune, etc.);

- Proven customer-centric approach with a focus on delivering exceptional user experiences;

- Excellent command of written and spoken English language, at least at level C1 in all categories according to the [Common European Framework of Reference for Language](#).

Advantageous:

- Bachelor's degree in Computer Science, Information Technology, or a related field;

- Certification in ITIL v3 or v4 Foundation or higher;

- Understanding of fundamental cybersecurity principles, including secure access management, and data protection.

Candidates invited to the written test and interview stage will also be assessed against the following behavioural competencies:

- Excellent interpersonal skills and ability to interact with a wide range of people and management levels;

- Ability to work collaboratively and share expertise with others to deliver on common work goals;

- Ability to take responsibility for specific areas of work and to deliver to high standards;

- Service orientation and ability to understand stakeholder needs and requirements to ensure the delivery of quality results;

- Ability to use self-reflection and feedback to improve self-awareness and share insights with others.

CONTRACTUAL CONDITIONS:

The successful candidate will be offered a Temporary Agent contract in accordance with Article 2f) of the [Conditions of Employment of Other Servants of the European Communities](#). The selected candidate will be employed for an initial time period of four years, renewable.

Successful candidates who are recruited undergo an initial probation period of 9 months.

Should the successful candidate currently hold a Temporary Agent 2(f) contract and qualify for a transfer under the terms of the CEOS, the band width for this position which can be accommodated is in accordance with Annex I of the Staff Regulations and subject to budgetary availability.

For information on salary, please see information published under [Temporary Agents](#).

The place of work will be Copenhagen, Denmark.

It is brought to the particular attention of candidates that the provisions of Articles 11 to 26 of the Staff Regulations, concerning the rights and obligations of officials, shall apply by analogy to Temporary Agents. These rules specify that:

"An official shall carry out his duties and conduct himself solely with the interests of the Union in mind. He shall neither seek nor take instructions from any government, authority, organisation or person outside his institution. He shall carry out the duties assigned to him objectively, impartially and in keeping with his duty of loyalty to the Union.

An official shall not without the permission of the appointing authority accept from any government or from any other source outside the institution to which he belongs any honour, decoration, favour, gift or payment of any kind whatever, except for services rendered either before his appointment or during special leave for military or other national service and in respect of such service.

Before recruiting an official, the appointing authority shall examine whether the candidate has any personal interest such as to impair his independence or any other conflict of interest. To that end, the candidate, using a specific form, shall inform the appointing authority of any actual or potential conflict of interest. In such cases, the appointing authority shall take this into account in a duly reasoned opinion. If necessary, the appointing authority shall take the measures referred to in Article 11a(2)."

For further information on the Staff Regulations and the Conditions of Employment of Other Servants of the European Union see:

[Staff Regulations](#)

SELECTION PROCEDURE:
A Selection Committee is set up for the selection procedure. It consists of members designated by the Appointing Authority and the Staff Committee. The Selection Committee is bound by the principle of confidentiality as enshrined in Article 6 of Annex III to the Staff Regulations. This works in two ways: first, it imposes obligations to ensure equal treatment for candidates; and second, it seeks to protect the Selection Committee to ensure that its decisions are totally impartial.

The Selection Committee adheres strictly to the conditions of admission laid down in the vacancy notice when deciding whether or not candidates are eligible. Candidates admitted to a previous selection procedure will not automatically be eligible.

Candidates are strictly forbidden to make any contact with the members of the Selection Committee, either directly or indirectly. Any infringement of this rule will lead to disqualification from the selection procedure.

In a spirit of transparency, and in order to align our working methods with current practice in certain Member States, the administration has decided to proceed with the publication of [names of Selection Committee members](#).

Should the Selection Committee discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure, the candidate will be disqualified.

The Selection Committee decides on those candidates who are admitted to the selection procedure in accordance with the requirements as specified under eligibility criteria. The applications of the candidates admitted to the selection procedure are reviewed to establish whether or not they show evidence of all requirements as specified under selection criteria.

The Selection Committee will invite to the interview and to the written test phase the best qualified candidates (maximum of 8). Should the case arise that there are various candidates scoring the same number of points in the 8th ranking, the number of candidates to be invited may be increased accordingly to accommodate this.

The interview will be held in English and the candidate's knowledge of other languages will also be assessed during the interview. Candidates invited for an interview will be asked to undergo a written test in the area of expertise required for the post. The test and the interview will take place online.

At the end of the interviews the Selection Committee will submit the list of suitable candidates to the Appointing Authority who will decide on the establishment of a reserve list for the post advertised or similar posts that may become available and on the appointment of the successful candidate. For that matter, a follow-up recruitment interview conducted by the Appointing Authority with the suitable candidates may be organised, if deemed appropriate. Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

The reserve list for this post will be valid until 31 December 2026 and may be extended at the discretion of the Appointing Authority.

Prior to contract signature, the successful candidate will be asked:

- to provide original or certified copies of all relevant documents proving his/her eligibility, including a police certificate confirming the absence of any criminal record;

- to undergo a compulsory medical examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved.