Be at the heart of Europe's decision-making and help shape how
we communicate it to the world

Join the EPP Group in the European Parliament and support the digital solutions of Europe's largest political group. As part of the ICT Unit, you will provide technical and operational support, maintain IT systems, and ensure reliable digital solutions that facilitate the daily work of Members and staff. This role offers the opportunity to work closely with users, contribute to practical IT solutions, and support a dynamic, international environment.

We are looking for an **IT Support Assistant** to provide technical and operational support within the Information & Communication Technology Unit (ICT Unit). The successful candidate will help maintain and enhance the Secretariat's IT systems and applications, ensuring reliable digital solutions for Members and staff. This role involves hands-on technical work and close collaboration with users, offering the opportunity to turn needs into practical IT solutions that improve the daily operations of the EPP Group.

Why join us?

➢ Contribute to the operation, maintenance, and improvement of IT systems and applications that support parliamentary activities.
➢ Play a key role in providing technical support and innovative IT solutions for Members and staff.
➢ Collaborate in a truly multilingual, multicultural and dynamic environment with colleagues from all across the EU.
➢ Benefit from attractive working conditions, professional development opportunities, and a workplace where diversity and inclusion are actively promoted.

About the EPP Group

The **Group of the European People's Party (EPP Group)** is the largest and oldest group in the European Parliament. As a centre-right group, the Group is committed to creating a stronger Europe, building on its people and working towards the benefit of all Europeans. It is aiming to reach a more ambitious and a more self-assured Europe where everyone has an equal opportunity to succeed. In its day-to-day business, the Group and its Members can rely on the multinational secretariat providing high quality political, administrative and technical support.

Department

The **Information & Communication Technology Unit (ICT Unit)** is responsible for operating, developing and maintaining the Secretariat's IT tools (both hardware and software), developing new applications, managing the Group's Intranet, supporting the Group's Internet and providing IT infrastructure at external meetings. It also oversees the Secretariat's mobile solutions.

Job description

The **IT Support Assistant** fulfils a supranational function within the EPP Group Secretariat and carries out, the following functions and duties:

- Respond to technical support calls for IT equipment (PCs, printers, screens, smartphones, copiers, digital senders), diagnosing and troubleshooting issue;
- Provide support for mobile devices (iOS, Android, Windows);
- Use ticketing software (EP ServiceNow) and PC management tools to track and resolve requests;
- Install EP Standard Configuration on PCs and laptops (Windows, Mac);
- Prepare and install mobile kits for external meetings, events, and competitions;
- Perform miscellaneous support tasks, including liaising with providers, assisting with demonstrations and site preparations, and relocating computers, printers, and copiers;
- Manage IT stock and equipment, including warehousing, inventory, labelling, packing, ordering spare parts, and sending items for repair;
- Use IT inventory using software tools employed in the European Parliament (e.g FMS, Inventory and Tracking) to ensure accurate monitoring and tracking of equipment;
- Implement and maintain IT systems, including ongoing updates and enhancements;
- Welcoming new users and providing short trainings on basic IT operations and computer maintenance;
- Set up IT equipment for conference meetings, including audio/video connections, LCD/Plasma screens, presentation materials (e.g., PowerPoint), MS TEAMS & Webex;
- Maintaining servers (Windows & Linux);
- Execute automated system installations using cloning software;
- Working with SCCM, Active Directory, and GPOs.

The post of **IT Support Assistant** in the EPP Group Secretariat requires flexibility, strong organizational skills, and a methodical approach. Candidates must demonstrate good judgment, a client-oriented mindset, discretion in handling confidential information, and the ability to adapt to varying workloads.

The role demands strong technical and problem-solving skills, attention to detail, and the capacity to deliver reliable IT solutions under pressure. Candidates should be able to work independently while collaborating effectively within a multicultural team and respond quickly to changing circumstances.

The post involves frequent travel, notably to Strasbourg for plenary sessions, as well as occasional external meetings.

Job requirements

Candidates <u>must</u> have:

- ⇨ a level of post-secondary education attested by a diploma in the field of ICT or a related field *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;
- ⇨ at least 2 years relevant professional experience;
- ⇨ excellent knowledge (speaking and writing) of English and/or French (C1); knowledge of other EU languages is an asset;
- ⇨ excellent knowledge of Microsoft Office, with strong proficiency in Word and Excel;
- ⇨ knowledge of operational system (Windows & Linux);
- ⇨ knowledge of implementing Network (TCP/IP) and troubleshooting;
- ⇨ knowledge of scripting Powershell is considered an asset;
- ⇨ good organisational skills and ability to manage tasks under time pressure;
- ⇨ collaborative and supportive working style, with a strong sense of discretion and confidentiality.

Salary & benefits

Successful candidate may be offered a contract agent position (FG III) for a duration of one year, renewable, in line with the Conditions of Employment of Other Servants of the EU (CEOS).

In addition to the basic salary (from €3.374,39 to €5.529,90 depending on length of experience), you will benefit from:

- ⇨ Comprehensive health insurance (worldwide coverage);
- ⇨ Participation in the EU pension scheme (entitlement after 10 years);
- ⇨ At least 24 days of annual leave;
- ⇨ Allowances (e.g. expatriation, household, dependent child, installation) depending on your situation;
- ⇨ Training and career development opportunities.

General admission conditions

CANDIDATES MUST FULFIL THE FOLLOWING CONDITIONS (art. 12(2) of the CEOS):

- ▪ be a national of one of the Member States of the European Union;
- ▪ enjoy their full rights as a citizen (have no criminal record);
- ▪ have fulfilled any obligations imposed by the laws concerning military service;
- ▪ meet the character requirements for the duties involved.

📝 HOW TO APPLY

Help us build a stronger, innovative, and forward-looking Europe. Join the EPP Group today!

1. ◌ Read carefully this notice.

2. 📄 Prepare your **supporting documents**. Your applications **must be supported by**:

- Diplomas (secondary and post-secondary).
- Proof of professional experience (contracts, attestations, salary slips or equivalent). Traineeships are taken into account. If the documents are not in English, French, or German, an unofficial translation into one of these languages must be provided.
- For self-employed activity: official documents (tax forms, VAT, invoices, etc.).
- Proof of language(s) knowledge (certificates or a written explanation if none available).
- Copy of ID card or passport.

3. 🖥 Submit your application by **17 November 2025, 12:00 (CET)** **with attaching the following**:

   ⇨ Europass CV (in English)
   ⇨ Motivation letter (max. 500 words, in English)
   ⇨ All supporting documents in 1 single PDF (max. 15 MB)

4. ✉ Confirmation – You will receive an acknowledgement email. Check your spam folder if it does not arrive.

   - Urgent queries may be sent by email to: epp-recruitment@europarl.europa.eu
   - NO PHONE CALLS

5. ☑ Selection process

   - Only complete applications submitted by the closing date and supported by the required documents will be considered by the Selection Committee
   - Any qualifications or experience not duly substantiated by supporting documents will be disregarded.

6. 🎤 Interviews & shortlist
   - Eligible candidates included on a reserve list
   - Interview/assessment based on the candidate's profile and the needs of the service

Link to the online application form:

https://system.erecruiter.pl/FormTemplates/RecruitmentForm.aspx?WebID=36e5bdb369dc41e7b10ffbb6c1a83297