VACANCY NOTICE V/AD/ICT/2/2025

The **European University Institute (EUI),** based in **Florence**, **Italy**
is organising a selection procedure based on qualifications and tests
to draw up a reserve list[1] for the post of

IT SUPPORT COORDINATOR
in the Information and Communication Technology (ICT) Service
(Temporary Agent post, type 2a CEOS, AST 3)[2]

The **European University Institute** (EUI) is seeking an **IT Support Coordinator** to coordinate the local ICT Support team based at Palazzo Buontalenti, which hosts, amongst others, the Florence School of Transnational Governance.
The selected candidate will also contribute to the first-level management of highly specialised audiovisual (A/V) technologies.

Who We Are

The **European University Institute (EUI)** at a glance:

- **an international organisation** set up in 1972;

- a research university focusing exclusively on **post-graduate, doctoral and post-doctoral studies**, and **advanced research**;

- located in the hills overlooking the city of Florence, Italy.

The Institute also hosts the Historical Archives of the European Union.

More on our Institution: https://www.eui.eu/About
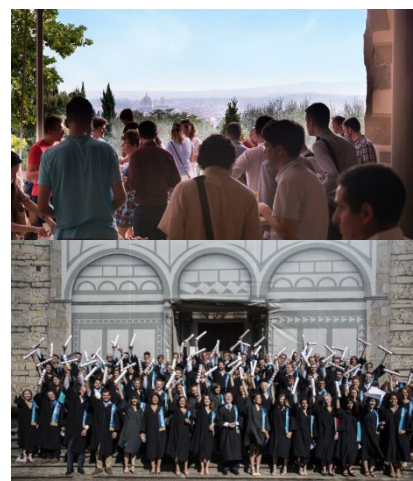
Our Unit

The mission of the **Information and Communication Technology Service (ICT Service)** is to provide Information Technology (IT) resources for the work and activities of the EUI. It is committed to delivering quality customer service and technical solutions in the academic and administrative environment of the EUI community.

To achieve this, the ICT Service provides IT services and support to ensure that all EUI users have access to information via a system that is reliable, fast, campus-wide and fully integrated with the external information world; ensures that EUI staff and researchers are able to maximize their use of the available technology; develops and implements a planning process to identify the IT resources required (hardware, software, staff, services) in accomplishing the goals of the EUI.

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[1] The reserve list may be used to fill similar vacant future positions in other units of the European University Institute. Cf. President's decision No 15/2021of 27 April 2021 laying down a procedure for the use of reserve lists.

[2] cf. Annex II

Reporting to the ICT Head of Sector for User Support, the **IT Support Coordinator** will coordinate the local ICT Support team based at Palazzo Buontalenti, working with the centralised incident tracking team (Helpdesk), but also liaising with third-level IT specialists as well as with coordinators and key actors across the Institute.

Moreover, given the predominant teaching modalities - hybrid and online - of the Florence School of Transnational Governance (FSTG) Master, Executive Training and Global Executive Master programmes, the IT Support Coordinator will contribute to the first-level management of the highly specialised audiovisual (A/V) technology at Palazzo Buontalenti.

The main duties may include the following:

Level of Expertise

- Acting as a subject matter specialist in IT support of the Institute-wide ICT hardware and software infrastructure as well as A/V technology;
- Conducting thorough equipment checks, maintenance, and troubleshooting to ensure optimal performance and to minimize downtime of IT and A/V equipment;
- Providing continuous and systematic support to end-users to ensure the correct use of available IT and A/V services (monitoring, troubleshooting, diagnosis, etc.);
- Being responsible for the installation, configuration, maintenance, replacement and removal of IT equipment and, under the supervision of the A/V Technical Supervisor, of A/V equipment;
- Handling IMAC (Installation, Move, Add, Change) requests together with the other technical units involved (e.g. porterage, etc.);
- Providing technical support for systems and applications:
  - Assistance with hybrid technologies and apps (e.g. Zoom Room, Zoom, Teams);
  - Troubleshooting authentication, accounting, and payment systems (e.g. timestamp, POS);
  - Assistance with the creation of Apple ID and other cloud accounts and services;
  - Corporate E-mail configuration, including access rights;
- Providing support to IT infrastructure and device management:
  - Active Directory/Azure/InTune: joining computers to a domain, resetting account passwords;
  - Wired and wireless corporate network configuration;
  - Installation, distribution, maintenance, update, upgrade and removal of software, apps and licenses, including on A/V dedicated seminar room laptops;
- Providing support to the A/V Infrastructure at Palazzo Buontalenti:
  - Overseeing all aspects of A/V technical operations for events, including setup, operation, and teardown of equipment under the supervision of the A/V Technical Supervisor.

Representation/Communication

- Acting as a first point of contact for any IT-related matter;
- Representing the ICT Service internally;
- Liaising with internal and external collaborators and stakeholders.

Policy/Strategy Making

- Advising the ICT Head of Sector User Support on the best support strategy and on the improvement and streamlining of support procedures;
- Contributing to policy documents for ICT services.

Level of autonomy and accountability

- Reporting to the ICT Head of Sector for User Support;
- Possessing a high level of autonomy, being responsible for the work of others.

Managing people/Role in HR processes

- Coordinating local ICT support team members, external contractors and/or IT trainees, providing guidance, and performance feedback;
- Being responsible for the distribution of tasks and responsibilities within the team at Palazzo Buontalenti, ensuring efficient and effective allocation of resources.

Finance and procurement responsibility

- Preparing purchase requests;
- Approving bons à payer;
- Contributing to drafting (technical) specifications for calls for tender;
- Participating in evaluation committees for IT tender procedures.

Budget management

- Contributing to budget estimates and insights concerning AV-related expenses.

Role in administrative processes

- Managing incidents in the centralised ticketing system;
- Managing calls to external companies, such as for service repairs under warranty;
- Providing assistance to any external company operating on behalf of any one of the Institute's service providers;
- Contributing to purchase and asset management workflows, e.g. goods return notes, waybills, disclaimers, purchase initiations, asset inventorying;
- Participating in ICT Service working groups;
- Managing relevant corporate information on the ICT Service website to ensure comprehensive, accessible, and user-oriented communication that promotes full utilization of ICT resources;
- Training staff in the use of IT and A/V technology;
- Drafting regular and concise ICT information and guidance for the EUI community;
- Leading technical and other special projects, as assigned;
- Performing other related duties as required.

Your Key Competencies

All staff at the EUI share the following competencies:

- Ethics and integrity
- Working in a multicultural environment
- Accountability
- Delivering quality and results

Competencies specific to the **unit** and **role** include the following:

- Problem solving
- Stakeholders Orientation
- Change management
- Creativity & Innovation

- Organisational skills
- Communication skills
- Resilience
- Knowledge — IT
- Building trust

The competencies mentioned above may be assessed at the written test and/or interview stage.

Read more on EUI Competency Framework

What We Offer

- A role in an inspiring community of young scholars with an exclusive focus on master, doctoral and post-doctoral studies;
- A truly multicultural community of 1100 academics at all career stages and administrative staff of approximately 85 different nationalities;
- The commitment to a genuine culture of equality, diversity and inclusiveness, and to attracting, encouraging and retaining a diverse and highly qualified workforce;
- A world-class research library, the Historical Archives of the European Union, and many other excellent research facilities;
- Languages courses and soft skills training opportunities;
- Access to all EUI facilities: library, crèche, cafeteria, gym, participation in seminars and workshops;
- Competitive salary package including health and pension plan;
- A healthy work-life balance in a family-friendly environment.

How To Apply

Applications must be submitted electronically using the **AD/ICT/2/2025** online application form available at https://www.eui.eu/About/JobOpportunities/Open-competitions-for-administrative-posts

CLOSING DATE FOR APPLICATIONS:

THURSDAY 13 NOVEMBER 2025 at 23:59 CET

Before completing the online application form you are invited to read ANNEXES I & II that represent an integral part of this vacancy notice.

ELIGIBILITY CRITERIA

On the closing date for online applications, you must fulfil <u>all</u> the following general and specific conditions:

1. General conditions

- Being a national of a Member State of the European Union;
- Enjoying full rights as a citizen attested by a recent extract from judicial records and/or certificate of good conduct proving no previous conviction for a criminal or administrative offence that could call into question his/her suitability for performing the duties of the post;
- Having fulfilled any obligations imposed by the laws on military service;
- Being physically fit to perform the duties.[3]

2. Specific conditions

2.1 Education (Qualifications)

- A level of post-secondary education attested by a diploma, or
- A level of secondary education attested by a diploma giving access to higher education, and appropriate professional experience of at least three years. This professional experience will be considered part of the educational qualification and will not be taken into account in the required number of professional experiences under 2.3.

Only diplomas and certificates that have been awarded in EU Member States, or that are the subject of equivalence certificates issued by authorities in the Member States by the deadline for applications, shall be taken into consideration. If your diploma was issued outside the EU, please indicate in your application that you hold an equivalence certificate (NARIC '*statement of comparability*'); otherwise, your application will be deemed ineligible. [4]

2.2. Professional experience[5]

By the deadline for applications, and in addition to the qualifications required above, candidates must have **at least three years** of professional experience gained after obtaining the diploma required under 2.1.

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[3] As a condition for the engagement, the successful candidate shall be medically examined in order for the EUI to prove that they fulfil the requirement of Article 12(2)(d) of the Conditions of Employment of Other Servants.

[4] If you have a diploma recognised in an EU Member State, you don't need NARIC recognition for your lower level diploma(s). Example: If you have a Bachelor's degree from a university outside the EU, and a Master's degree from an EU university, you don't need NARIC recognition for the Bachelor's degree. Qualifications/diplomas awarded until 31/12/2020 in the United Kingdom are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition is required.

[5] Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to this post. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Completed and remunerated PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once.

2.3 Knowledge of Languages[6]

- Main language: have a thorough knowledge of one official language of the European Union; and

- Second language: a satisfactory knowledge of another official language of the European Union to the extent necessary for the performance of the duties.

SELECTION CRITERIA

Applications that fulfil the above eligibility criteria will be assessed against the following requirements:

Essential

1. At least **three years** of proven professional experience in **first-level IT support**, preferably in a **coordination role;**

2. Proven **excellent knowledge** of: *Wintel and Apple hardware architectures; MS Windows, Apple macOS, Linux (Ubuntu), Android and iOS operating systems; MS Office software, including platform 365, and in particular Outlook; network protocols/services such as TCP/IP, DHCP, DNS, etc., including client configuration for wired or wireless connections on above-mentioned operating systems*, gained through professional experience and/or training;

3. Demonstrated **proficiency** with different **A/V technologies** *(Zoom Room, Zoom, MS Teams, Webex, etc.)*, proven ability to troubleshoot connectivity issues, **and hands-on experience** with different **audiovisual equipment**, including *major sound systems, projectors, lighting, and video conferencing systems (i.e. BOSCH, Crestron);*

4. Proven **good knowledge** of: *MS Azure and MS Active Directory (e.g. OU, Computers, Users, Groups); authentication protocols and data encryption, IPsec, WPA2, remote access, VPN*, gained through professional experience and/or training;

5. Excellent written and oral communication skills in **English** (CEFR level: C1 or above), including strong **presentation** skills and ability to produce **technical documentation.**

Advantageous

6. University **degree** in IT, Business Informatics, Computing or Information Sciences;

7. Work experience in an **academic** institution and/or in an **international** environment;

8. **Working knowledge** of: *Microsoft SCCM and MS InTune; authentication and authorisation services/protocols, RADIUS and LDAP; VoIP communication; technical languages for editing and managing information tools and frameworks, including HTML5, CSS and XML,* acquired through professional experience and/or training;

9. Good written and oral communication skills in Italian (CEFR level: B2 or above);

10. ECDL, ITIL Certification (any level) or other **relevant professional certificates** (e.g. Microsoft MOC, Google Professional Certificates, Apple Certification of Proficiency).

Candidates invited to the test and interview phase may also be assessed against the **competencies** listed under the "Your key competencies" section on page 4.

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[6] Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third EU language.