

VACANCY NOTICE V/AD/ICT/5/2026

The **European University Institute (EUI)**, based in **Florence, Italy** is organising a selection procedure based on qualifications and tests to draw up a reserve list¹ for the post of

Audio-Visual Solutions Specialist
in the Information and Communication Technology (ICT) Service
(Contract agent post, type 3a CEOS, FG III²)

The **European University Institute (EUI)**, founded in 1972 and located in Florence, Italy, is a treaty-based post-graduate institution dedicated to advanced research and training with a unique European focus.

We are looking for an experienced **Audio-Visual Solutions Specialist** to play a key role in supporting teaching, research, conferences, and institutional events through high-quality and customer-focused audiovisual services.

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.

[Learn more about the European University Institute.](#)



Our Service

The **EUI Information and Communication Technology (ICT) Service** powers the Institute's digital foundation, enabling excellence in research, teaching, and administration. It delivers secure, innovative, and high-performance technologies that keep the EUI community connected—on campus and across the world.

From advanced communication systems to flexible application support, ICT provides the digital tools that allow people to work, learn, and collaborate effectively. Its teams manage identity and access services, run the central Helpdesk, and support an ecosystem of learning

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 15/2021 of 27 April 2021 laying down a procedure for the use of reserve lists](#).

² Cf. Annex II

technologies, audiovisual environments, enterprise platforms, integrations, and campus-wide networks. ICT safeguards the Institute's digital assets through rigorous security, resilient infrastructure, and strong governance, ensuring smooth and reliable operations every day.

The ICT Service brings together highly skilled professionals dedicated to delivering forward-looking digital solutions. Organised into expert sectors, Systems and Networking, Web Unit, User Support, and Administrative Systems, supported by a Resources Management team and strengthened by specialised external partners, ICT is committed to providing a modern, accessible, and future-ready digital experience for the entire EUI community.

Your Key Responsibilities

Working within the ICT Service and reporting to the Head of Sector, User Support, the Audio-Visual (A/V) Solutions Specialist acts as the Institute's audiovisual specialist, supporting the smooth delivery, maintenance, and continuous improvement of audiovisual services and technologies across the European University Institute.

Working alongside a small team of outsourced A/V technicians, and liaising very closely with the A/V coordinator, the Specialist oversees all technical aspects of events, meetings and conferences, providing end-to-end support for in-person, hybrid and online activities while ensuring high-quality, reliable, innovative, and user-friendly audiovisual solutions for the EUI's community.

The main responsibilities of the role include:

Technical Expertise and Service Improvement

As the Institute's subject matter specialist in audiovisual technologies, the A/V Solutions Specialist provides technical advice on A/V solutions, monitors industry developments and emerging technologies, and recommends service enhancements and technological upgrades. The role contributes to the continuous improvement of support strategies, procedures and policies, helping to ensure efficient, reliable, and user-focused service delivery.

Stakeholder Engagement and User Support

Acting as the primary point of contact for audiovisual matters, the Specialist builds effective relationships with academic, professional staff and external stakeholders. The role requires translating technical information into clear and accessible guidance, supporting end users in the effective use of audiovisual and collaboration tools, and ensuring that audiovisual services meet the needs of the Institute's community.

Activity Coordination and Resource Management

The A/V Solutions Specialist works closely with outsourced staff, planning and executing day-to-day activities, distributing tasks and providing guidance and coaching where required. The role also contributes to budget planning, procurement activities and tender procedures, supporting the efficient allocation of resources and the development of technical specifications for A/V-related purchases and contracts.

Infrastructure Management and Operational Support

The Specialist is supervising the installation, configuration, maintenance and lifecycle management of audiovisual equipment, software and related services. This includes monitoring

system performance, troubleshooting technical issues, coordinating repairs and maintenance activities, maintaining equipment inventories, and ensuring the reliability and availability of A/V infrastructure across the Institute.

Administrative Coordination and Project Support

The role involves managing and prioritising support requests through the Institute's ticketing system, coordinating with external suppliers and service providers, contributing to ICT communications and user documentation, and participating in working groups and special projects. The Specialist also supports the delivery of broader ICT initiatives and performs 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 **role** include the following:

- Problem solving
- Stakeholder orientation
- Change management
- Creativity and Innovation
- Resilience
- Building trust
- Project and task management
- Knowledge – IT (*cf. selection criteria*)

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 vital role in creating a conducive environment for scholars in Europe's research university with a focus on master's, doctoral and post-doctoral studies in the social sciences and humanities;
- The opportunity to join a truly multicultural community of more than 1000 academics and professionals at all career stages of approximately 85 different nationalities working on the future of the European project;
- 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;
- Language courses and soft skills training opportunities;
- Access to all EUI facilities: library, crèche, cafeteria, gym, participation in seminars and workshops;



- A competitive salary package including health and pension plan;
- A healthy work-life balance in a family-friendly environment.

Read more on [Work and Life of EUI Staff](#).

How To Apply

Applications must be submitted electronically using the AD/ICT/5/2026 online application form available at [Open competitions for administrative posts • European University Institute](#)

CLOSING DATE FOR APPLICATIONS:

WEDNESDAY, 7th OCTOBER 2026 at 23:59 CEST

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

Annex I – Eligibility and Selection Criteria

ELIGIBILITY CRITERIA

On the closing date for online applications, you must fulfil all 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.
- 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

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.

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 Knowledge of Languages⁵

- 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 directly relevant to the duties described in the "Key Responsibilities" section;
2. Proven knowledge and experience in the **analysis, design, integration, technical supervision and lifecycle management of professional audiovisual and hybrid collaboration solutions**, including:
 - a. audio systems and sound reinforcement technologies;
 - b. video, display and projection technologies;
 - c. videoconferencing and hybrid meeting platforms;
 - d. lighting and room automation systems;
 - e. A/V signal transport, networking and connectivity standards;
 - f. integrated control, monitoring and management platforms; and
 - g. requirements analysis, solution design and technical specification of AV environments and collaboration spaces;
3. Demonstrated ability to **diagnose and resolve technical issues**, gained through professional experience;
4. Proven experience in **liaising and communicating effectively**, both orally and in writing, **with stakeholders at all levels**, including proven ability to present technical information in a clear and concise manner also to non-technical stakeholders;
5. Excellent oral and written communication skills in **English** (CEFR level: C1 or above).

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

Advantageous

6. Demonstrated work experience in an **academic** institution and/or in an **international** environment;
7. Relevant **professional certifications**, such as: ITIL, ECDL, Microsoft Certifications, Apple Certifications, Bosch DICENTIS or Bosch OMNEO Networking certifications, or other recognised A/V or IT certifications.

Candidates invited to the test and interview phase may also be assessed against the **competencies** listed under the “Your key competencies” section on page 3.