

VACANCY NOTICE – Head of Information and Communication Technology Unit (AD9)

Ref. eu-LISA/26/TA/AD9/9.1



Unit and Department	Information and Communication Technology Unit / Corporate Services Department
Contract Duration	Initial contract of 5 years subject to renewal
Function Group/Grade	AD9 (Temporary Staff)
Place of Employment	Tallinn (Estonia)
Working model	Hybrid working arrangements – Permanent relocation required
<u>Level of Security Clearance</u>	SECRET UE/EU SECRET
Deadline for Application	25 May 2026 ¹ 12:59 pm Tallinn time / 11:59 am Strasbourg time
Validity of the Reserve List	31 December 2029

About the Agency

We are eu-LISA, the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice. We help implement the European Union's policies by designing, developing, and operating large-scale information systems in internal security, border management, and judicial cooperation.

Our teams develop and manage the technological architecture of the Schengen area and the EU justice domain. By equipping law enforcement and border management operators and juridical practitioners with cutting-edge technological infrastructure, we help ensure security and justice for citizens.

With colleagues of more than 24 nationalities, eu-LISA embraces an international work environment and values collaboration among colleagues from diverse backgrounds. As an equal opportunity employer, we are committed to providing a positive and enjoyable work environment. We welcome applications from all suitable candidates, irrespective of age, gender, ethnicity or social origin, disability, religion or belief, and sexual orientation.

Join us to become part of our organisational culture that fosters inclusivity and diversity. Our belief is 'Together as one, we are making it happen'. We want our people to feel respected, valued and empowered.

Please visit our [website](https://www.eulisa.europa.eu) and discover more about eu-LISA's core activities.

¹ Date of publication: 21 April 2026

About the unit

The Information and Communication Technology Unit is responsible for delivering and continuously enhancing the agency's corporate ICT services which underpin its daily operations. The unit ensures that the corporate IT infrastructure is secure, reliable, scalable and resilient, covering ICT systems, network infrastructure and business applications.

In this context, the unit is responsible for the development, evolution and maintenance of the corporate IT infrastructure, and applications landscape and provides high-quality user support through a dedicated corporate service desk. The unit also drives the continuous modernisation of the agency's ICT environment, leading initiatives aimed at improving organisational efficiency, agility and user experience. It includes the adoption of best practices such as ITIL, as well as the progressive migration of services to the cloud.

About the job

As Head of the Information and Communication Technology Unit, reporting to the Head of the Corporate Services Department and acting as a member of the organisation's management team, you will lead the strategic development and delivery of the corporate ICT function. You will ensure that digital services are secure, resilient, and aligned with organisational priorities, supporting the Agency's operational excellence and long-term transformation.

In this capacity, you will position ICT as a key enabler of the Agency's mandate, driving efficiency, innovation, and service quality, while strengthening the organisation's ability to respond effectively to stakeholder needs.

Your tasks will include a wide range of responsibilities that extend beyond the following list:

- Lead and manage the Information and Communication Technology Unit, fostering a high-performance culture based on motivation, engagement, empowerment, and accountability, while ensuring effective staff development through regular feedback, coaching, and mentoring.
- Define and implement the ICT strategy and vision for eu-LISA, ensuring alignment with the Agency's mission, objectives and values, and guaranteeing clear ownership, accountability and delivery, within the agreed scope, timelines, budget and quality standards.
- Steer the adoption of emerging technologies while optimising existing services balancing innovation with stability, business continuity and long-term efficiency.
- Oversee the delivery of reliable, secure, and user-centric corporate ICT services, safeguarding operational resilience and continuity of business-critical functions.
- Lead and govern ICT modernisation projects, including cloud migration, digital workplace transformation, integration of artificial intelligence, and the implementation of IT service management best practices (e.g. ITIL).
- Define, monitor and report on service performance and key performance indicators, ensuring transparency on progress achievements, risks and issues with senior management.
- Ensure ICT investments are cost-effective, strategically aligned, and deliver measurable business value in support of the agency's digital transformation.
- Act as a strategic advisor on ICT matters, contributing to senior management decision-making and ensuring alignment of ICT initiatives with organisational priorities.

- Ensure compliance with relevant security, data protection, and ICT governance frameworks, and manage associated risks at organisational level.

Eligibility criteria

To be eligible for recruitment and selection, you need to meet the following formal criteria, which need to be fulfilled by the deadline for application:

General conditions

1. You are national of one of the EU Member States or Norway, Iceland, Liechtenstein, or Switzerland² and you enjoy full rights as a citizen³;
2. You produce the appropriate character requirements for the duties involved;
3. You are physically fit to perform your duties⁴;
4. You have fulfilled any obligations imposed on you by the laws concerning military service.

Education

5. You have a level of education which corresponds to **completed university studies** attested by a diploma when the normal period of university education is **four years** or more,
or
You have a level of education which corresponds to **completed university studies** attested by a diploma when the normal period of university education is least three years or more and **appropriate professional experience of at least one year**.

Only qualifications awarded in an EU Member State or that are subject to an equivalence certificate issued by an authority in a said EU Member State shall be taken into consideration.

Professional experience

6. You have at least twelve (12) years of proven full-time professional experience relevant to the duties after the award of the qualification certifying the completion of studies required as a condition of eligibility as above.

Language

7. You have a thorough knowledge ([C1 level](#)) of one of the 24 EU official languages and a satisfactory knowledge (B2 level) of another EU official language for the performance of your duties.

² Appointment of a candidate from countries associated with the implementation, application and development of the Schengen acquis and with Dublin- and Eurodac-related measures is subject to the conclusion of the arrangements defined in article 42 of the eu-LISA regulation.

³ Prior to an appointment, the successful candidate will be asked to provide a certificate of absence of any criminal record issued by the competent authority.

⁴ Prior to an appointment, the successful candidate shall be medically examined by a selected medical service in order that the Agency may be satisfied that they fulfil the requirement of Article 82 (3)d of the Conditions of employment of other servants of the European Communities.

Selection criteria

eu-LISA aims to establish a reserve list from which to source the best talent. The suitability of candidates will be assessed during different stages of the selection procedure against the following criteria:

Leadership abilities

1. Proven ability to lead, motivate, and develop teams in an international and multicultural environment, translating this into a clear mission and aligned objectives.
2. Experience in shaping and delivering an enterprise ICT strategy aligned with organisational priorities, driving innovation with a strong customer-centric focus, while ensuring operational resilience and service continuity.
3. Ability to translate the agency's strategic priorities into clear, actionable and measurable operational objectives for the unit.
4. At least three (3) years of post-graduate management experience relevant to the position, with clear evidence of staff management, budget responsibility, and organisational impact⁵.

Experience

5. Extensive experience overseeing corporate ICT services, ensuring reliability, security and a strong user-centric approach.
6. Extensive experience leading and governing large-scale digital transformation programmes, including enterprise cloud adoption, modern workplace strategies (e.g. M365), automation, and the integration of emerging technologies.
7. Experience in planning and overseeing budgets, procurement processes, and governing outsourced services and framework contracts.

Language

8. Strong drafting and communication skills in English, both orally and in writing, at least at the C1⁶ level.

Soft Skills

9. Strong communication skills, with the ability to engage persuasively with diverse stakeholders, acting as an interface between the unit and the organisation.
10. Strong analytical capabilities, with the ability to assess complex ICT environments, anticipate risks, and take accountability, timely decisions of high quality under pressure and competing demands.

⁵ Candidates should clearly indicate for all years during which the management experience has been acquired: (1) title and role of management positions held; (2) numbers of staff overseen in these positions; (3) the size of budgets managed; (4) numbers of hierarchical layers above and below; and (5) number of peers.

⁶ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

11. Proven ability to interact with others effectively, respectfully, and courteously, fostering constructive working relationships in a professional environment.

Advantageous Criteria

12. Experience in integrating cyber security requirements into ICT architecture and operations, ensuring alignment with organisational objectives.
13. Experience introducing or governing AI-enabled tools and automation solutions to improve organisational efficiency, service delivery, and internal processes.

What we offer



Competitive salary package composed of a basic salary and various allowances:

- eu-LISA offers a competitive salary package. To begin with, the salary is determined by the grade for which you have applied. In addition, your future salary is based on the total number of years of professional experience and adjusted to the cost of living in your place of employment.
- Depending on your individual and family situation, you may be eligible for various allowances such as expatriation, installation and household allowance, dependent child, or education allowance, ensuring your financial comfort. It is important to note that salaries are exempt from national taxation, as they are subject to a tax raised by the EU.



Additional benefits: Your health and safety are our priority. We offer a wide range of additional benefits such as health insurance, including sickness and accident insurance, hospitalisation, dental care, and preventive medicine coverage. If you desire, your family members can be covered as well. In addition, we provide a generous EU pension scheme (defined benefit plan) that becomes available after completing 10 years of service within EU Institutions/Agencies or upon reaching the pensionable age from the EU pension scheme, to which both the Agency and you make monthly contributions.



Mental Health and Well-being Programme: Our comprehensive programme prioritises a healthy work-life balance, including amongst other reimbursements for health and fitness activities.



Training and Development Opportunities: We invest in your professional development and personal growth. You will have access to a wide range of training programmes and learning resources.



Flexible Work Arrangements: While you will be required to relocate permanently to the place of employment or its surrounding areas, you can enjoy a healthy balance between teleworking from this place and office presence within our hybrid working arrangements. Additionally, you can telework from outside of your place of employment for up to 10 days per year.



Generous Holiday Package: You will receive at least 24 days of annual leave per calendar year, additional leave days may be granted for age and grade, and home leave to travel to your home country, if applicable. Some special leave can be granted for certain circumstances such as marriage, childbirth, and more. On top, you will benefit from an average of 18 eu-LISA holidays, including the Agency's end of the year closure.



Education for children: We offer access to an accredited European School in all our three sites, ensuring educational opportunities for your children.

Application process and next steps

Ready to join us in building a safer Europe? Apply now!

Before submitting your application, you should carefully check whether you meet all eligibility requirements.

Please complete your application form via the e-recruitment platform [here](#). eu-LISA does not accept applications submitted by any other means (e.g., e-mail or post), or any spontaneous applications.

It is in your interest to ensure that your application is accurate, thorough, and truthful. Your application should contain personal details, educational background, professional experience, language proficiency, motivation letter, and responses to pre-screening questions, if applicable. Candidates are requested to support their application with adequate, concise examples of their work experience and qualification, especially if not directly addressed in the duties listed in the application under professional experience.

Please note that if at any stage of the selection procedure it is established that any of the requested information provided by a candidate is false, they will be disqualified. If a candidate reaches the reserve list stage, they will be requested to supply documentary evidence in support of the statements that they made for this application.

If you encounter any difficulties during the application process or have any further questions, please do not hesitate to reach out to the Talent Acquisition Service. Feel free to send an email to [eu-lisa-RECRUITMENT@eu-lisa.europa.eu](mailto:eu-lisa-recruitment@eu-lisa.europa.eu).

Join our diverse team, where you will have the opportunity to grow both professionally and personally while enjoying the journey.

Selection procedure

The selection procedure includes the following steps:

- A Selection Committee, designated by the Appointing Authority, is established for the selection procedure;
- Each application is checked to verify whether the candidate meets the eligibility criteria;
- All eligible applications are evaluated by the Selection Committee based on a combination of certain selection criteria defined in the Vacancy Notice. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure. Candidates must receive at least 70% of the maximum scores in the CV screening phase;
- The quality of the information provided by the candidate in their application is of utmost importance. Candidates are requested to support their application with adequate, concise examples of their work experience, and qualification, especially if not directly addressed in the duties listed in the application under professional experience;
- Once the list of the most qualified candidates is determined, a preliminary assessment may take place (e.g., a remote written test)⁷ prior to the shortlist phase;
- The most qualified candidates will be invited to the shortlist phase⁸ in which the Selection Committee scores the candidates in accordance with the selection criteria. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure.
- The shortlist phase consists of a shortlist interview, which may be complemented by a written test. Candidates may also be required to prepare a presentation on a topic to be presented during the shortlist phase, which would be evaluated as part of the shortlist interview;
- Out of the shortlisted candidates only the top scoring candidates will be asked to undergo the Assessment Centre activities⁹. A report is produced by the Assessment Centre provider for each candidate and shared with the Selection Committee. The Selection Committee takes into utmost account the opinion of the Assessment Centre¹⁰;
- The interviews (including possible presentation), the written test as well as the Assessment Centre are predominantly conducted in English¹¹;
- Following the shortlist interviews and written tests (including a possible presentation), and the Assessment Centre, the Selection Committee draws up a non-ranked list of the most qualified candidates to be included in a reserve list for the post and proposes it to the Appointing Authority;
- In order to be included in the reserve list, candidates must receive at least 70% of the maximum scores in the shortlist phase;

⁷ The Selection Committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate.

⁸ Same applies as per previous footnote.

⁹ These candidates shall take part in an assessment centre, unless they have already taken part in such an Assessment Centre in the course of the two years preceding the closing date for the receipt of applications. If a candidate has taken part in an Assessment Centre within this two-year period, but not within the 18 months preceding the closing date for the receipt of applications, s/he may at his request be admitted to the Assessment Centre.

¹⁰ Same applies as per previous footnote.

¹¹ As English is eu-LISA's working language, the selection procedure will be predominantly conducted in English, except when English is the mother tongue of a candidate or when the mother tongue of the candidate is not an official language of the European Union. In these cases, some of the interview and/or written test questions may be asked in the language indicated as their 2nd EU language.

- The Appointing Authority and two (2) members of the management will conduct a final round of interviews with the reserve list candidates;
- The Appointing Authority may choose from the reserve list a candidate whom to engage for a job;
- Candidates included in the reserve list may be engaged for the same or similar post depending on eu-LISA's needs and budgetary situation;
- All shortlisted candidates will be informed whether or not they have been included in the reserve list. Candidates should note that inclusion in a reserve list does not guarantee engagement.

Please note that the Selection Committee's work and deliberations are strictly confidential. Any contact with its members linked to this selection procedure is strictly prohibited.

English is eu-LISA's working language. Any communication related to the selection procedure will be fully conducted in English.

Engagement and conditions of employment

The selected candidate will be engaged by the Authority Authorised to Conclude Contracts of employment from the established reserve list. Once the candidate receives an engagement offer, they may be required to accept the offer within a short timeframe and be available to start the contract at short notice.

The successful candidate will be engaged as Temporary Staff, pursuant to Article 2(f) of the Conditions of Employment of Other Servants of the European Communities (CEOS). The Temporary Staff post will be placed in Function Group AD, Grade 9, in the first or second step, depending on the length of professional experience.

The remuneration of a staff member consists of a basic salary (currently EUR 10 082.77 for step 1, and EUR 10 506.46 for step 2¹²) weighed by the correction coefficient¹³ (95% for Tallinn, Estonia) and paid in EUR¹⁴.

The initial duration of the contract is five (5) years, including a probationary period / managerial trial period of nine (9) months, with the possibility of contract renewal for another period not exceeding five (5) years. Following a successful renewal, the second renewal will be indefinite.

The reserve list shall be used for the recruitment and selection for the post in question and/or similar posts depending on the needs of the Agency. The candidates included in this reserve list may be offered an employment contract of a shorter duration and/or in a different location (Strasbourg, Tallinn or Brussels) than the one stated in the vacancy notice in accordance with the business needs and subject to agreement with the candidate. In this case, the Agency will contact the candidate in the reserve list and ask for their interest.

All selected candidates may be required to have, or be in a position to obtain, a valid Personnel Security Clearance Certificate, SECRET UE/EU SECRET, depending on the specific job profile and the need-to-know requirements.

A Personnel Security Clearance Certificate (PSCC) is defined as a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSCC, which shows the level of EU Classified Information (EUCI) to which that individual may be granted access, the date of validity of the relevant PSC and the date of expiry of the certificate itself.

Candidates who hold a valid security clearance and for whom it is required must provide a copy of their security clearance and specify the issuing authority, level and date of expiry. In case the validity of their security clearance expires within six months, the renewal procedure will be initiated expeditiously.

Kindly note that the necessary procedure for obtaining a PSCC can be initiated by request of the employer only, and not by the individual candidate.

¹² Working conditions of temporary staff in [CEOS](#)

¹³ The correction coefficient is subject to a regular update.

¹⁴ For the purposes of determining professional experience, the Appointing Authority shall allow 24 months' additional seniority of step in grade for professional experience equal to or more than the 3 years of professional experience after the degree giving access to the grade.

Failure to obtain the required security clearance certificate from the candidate's National Security Authority, either during or after the expiration of the probationary period, will give eu-LISA the right to terminate any applicable employment contract where the security clearance is a requirement.

Independence and declaration of interest

The selected candidate for the post will be required to sign a declaration of commitment to act in eu-LISA's best interest and in relation to interests that might be considered prejudicial to their independence.

Protection of personal data

eu-LISA ensures that candidates' personal data is processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data¹⁵.

The legal basis for the selection procedure of Temporary Staff (TA 2(f)) are defined in the Conditions of Employment of Other Servants of the European Communities¹⁶.

The purpose of processing personal data is to enable selection procedures.

The selection procedure is conducted under the responsibility of eu-LISA's Human Resources Unit ('HRU'). The controller, in practice, for personal data protection purposes is the Head of the Human Resources Unit.

The information provided by the candidates will be accessible for a limited number of authorised HRU personnel, to the Selection Committee, and, if necessary, to the Executive Director, Security and/or the Legal personnel of eu-LISA.

Almost all fields in the Application Form are mandatory; the answers provided by the candidates in the fields marked as optional will not be taken into account to assess their merits.

Processing begins on the date of receipt of the application. eu-LISA's data storage policy is as follows:

- for applications received but not selected: the paper dossiers are filed and stored in archives for two (2) years after which time they are destroyed;
- for candidates included in a reserve list but not recruited: data is kept for the period of validity of the reserve list + one (1) year after which time it is destroyed;
- for recruited candidates: data is kept for a period of ten (10) years as of the termination of employment or as of the last pension payment after which time it is destroyed.

¹⁵ Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018, OJ L 295, 21.11.2018, p. 39.

¹⁶ CEOS, in particular the provisions governing conditions of engagement in Title II.

All candidates may exercise their right of access to and rectification or erasure of their personal data or restriction of processing.

In the case of identification data, candidates can rectify the data at any time during the procedure. In the case of data related to the admissibility criteria, the right of rectification cannot be exercised after the closing date of applications.

Any substantiated query concerning the processing of the candidate's personal data should be addressed to the eu-LISA's HRU (eulisa-RECRUITMENT@eulisa.europa.eu).

Candidates may have recourse at any time to eu-LISA's Data Protection Officer (dpo@eulisa.europa.eu) and/or the European Data Protection Supervisor (edps@edps.europa.eu).

Appeal procedure

If a candidate considers that they have been adversely affected by a particular decision, they can lodge a complaint under Article 90(2) of the Staff Regulations of Officials of the European Union and Conditions of employment of other servants of the European Union, to the following address:

eu-LISA
(European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice)
Vesilennuki 5
10415 Tallinn, Estonia

The complaint must be lodged within three (3) months. The time limit for initiating this type of procedure starts from the time the candidate is notified of the act adversely affecting them.

