

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

Ref. eu-LISA/26/TA/AD9/9.2



Sector and Unit	Information and Communication Technology Unit / Corporate Services Department
Grade bracket	AD9-AD14 (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 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.

¹ Date of publication: 21 April 2026

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 applications:

General conditions

- You produce the appropriate character requirements for the duties involved;
- You are engaged within eu-LISA as Temporary Staff 2(f) in function group AD, grade 9-14, on the closing date for applications and on the day of filling the post;

Selection criteria

The suitability of candidates will be assessed against the following criteria during different stages of the selection procedure:

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 impact².

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 C1³ 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.

² 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.

³ 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.

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](#). Due to the fact that this is an internal selection, one must select 'Internal' next to the 'Selection procedure type' field and click 'Search' [here](#).

eu-LISA does not accept applications submitted by any other means (e.g., e-mail or post), or any spontaneous applications. 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 qualifications, 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 final 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 eulisa-RECRUITMENT@eulisa.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;
- 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 (including traineeships, voluntary work etc), and qualification, especially if not directly addressed in the duties listed in the application under professional experience. Certain selection criteria may be assessed jointly and some criteria may be assessed in two or more stages of the selection procedure;
- Once the list of the most qualified candidates is determined, a preliminary assessment may take place (e.g., a pre-recorded video interview and/or a remote written test)⁴ prior to the shortlist phase;
- In the shortlist phase⁵ consisting of a shortlist interview which may be complemented by a written test, the Selection Committee scores the candidates in accordance with the selection criteria. 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;
- In order to be considered for this selection, candidates must receive at least 60% of the maximum scores in the shortlist phase;
- Interviews and written tests are predominantly conducted in English⁶.
- After the shortlist phase, the Selection Committee establishes a non-ranked list of the most qualified candidates and proposes it to the Appointing Authority for selection;
- The Appointing Authority may choose from the list a candidate for the post;
- All shortlisted candidates will be informed about the outcome of the selection process.

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

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

⁴ The Selection Committee has the discretion to choose between remote and on-site interviews/tests as deemed appropriate. For remote interviews, the Selection Committee reserves the right to conduct the interview using an online video interviewing tool for synchronous and/or asynchronous (e.g., recorded) interviews.

⁵ The provisions of the preceding footnote apply.

⁶ 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.

Assignment and conditions of employment

The selected candidate will be assigned by the Authority Authorised to Conclude Contracts of employment from the final list of suitable candidates. Once the candidate receives an assignment offer, they may be required to accept the offer within a short timeframe and be available to start the contract as agreed with their line manager.

The successful candidate will be assigned to the new post in accordance with the assignment decision, without impact on their current contract (subject to an amendment to the employment contract). Internal successful candidates who are appointed for the first time to a managerial position shall be subject to a managerial trial period of nine (9) months. Upon successful completion of this trial period, the appointment shall be confirmed in accordance with the applicable rules.

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. 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.

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 data⁷.

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 Communities⁸.

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.

⁷ 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.

⁸ CEOS, in particular the provisions governing conditions of engagement in Title II.

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.

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.

