



## Internal Mobility

### INTERNAL PUBLICATION

POSITION TITLE	ICT SUPPORT OFFICER
REFERENCE	F4E/INTERNAL/FGIII/2025/30211
TYPE OF POST	SUPPORT OFFICER
FUNCTION GROUP	III
GRADE BRACKET	8 - 12
LOCATION	Barcelona, Spain <sup>1</sup>
CLOSING DATE FOR APPLICATIONS	23/09/2025

Fusion for Energy (F4E) is launching an internal selection procedure for the selection of a candidate for the position of **ICT Support Officer** available in the Digital Transformation Unit (DTU).

Practical information on procedural aspects and on how to apply is described here below (selection process and submission of applications).

### We are committed to Diversity & Inclusion

Fusion for Energy is an equal opportunities employer and takes care to avoid any form of discrimination. As part of its commitment to diversity, gender equality and geographical distribution, F4E strongly encourages applications from female candidates and applies a policy of equal opportunities. It does not discriminate against anyone on grounds of gender, race, colour, ethnic or social origin, genetic features, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability or sexual orientation.

Fusion for Energy offers measures to reconcile professional and private life and will provide reasonable adjustments at the workplace for persons with disabilities.

### Your key areas of impact

As a member of the Administration Department, the ICT Support Officer will work under the coordination of the Head of the Digital Transformation Unit (DTU). They will be responsible for providing IT support to the organisation.

The successful candidate will be responsible of, among other tasks:

- Set-up and maintenance of on-premises and cloud-based infrastructure;
- Proactively and (as much as possible) automatically monitor performance and operation of all F4E infrastructure and platforms;

<sup>1</sup> Given the needs of the organisation, the candidate may be offered a position at any of the other F4E working places.



**FUSION  
FOR  
ENERGY**



## Internal Mobility

- Manage incidents and problems in collaboration with the rest of the Operations Group and Digital Transformation unit;
- Look out for new technology trends in the industry;
- Have expert knowledge in one or more specific fields (i.e. Networking, System Administration, DB administration, Storage Management, On-prem Infrastructure and Cloud infrastructure) for the rest of the Operations Group and Digital Transformation unit, providing support and expertise as needed.

### How will we evaluate your application?

#### **A Eligibility Criteria - you can apply if you are:**

Established Contract Agents working at F4E with a regular (renewable) contract who, at the closing date for submission of applications:

- Belong to the grade bracket mentioned under “Grade bracket”;
- Have completed a minimum of 2 years in their current post (job).

#### **B Your Qualifications and Experience**

##### **B1 It is essential that your professional history cover:**

- Proven professional experience of at least 3 years in total in relation with at least 3 of the responsibilities covered by ‘Your key areas of impact’;
- Proven expertise in troubleshooting incidents and problems involving different technologies, platforms and protocols;
- Demonstrated expertise in incident management, problem management, service request fulfilment and event management;
- Proven experience in proactively monitoring availability, capacity, and security indicators taking actions whenever required;
- Demonstrated expertise with network infrastructure including troubleshooting protocols and services; and installing and configuring network firewalls, switches, routers, and Wi-Fi equipment;
- Very good command of English, the working language of F4E.

##### **B2 Advantageous Selection Criteria**

In addition to the above, the following criteria will be taken into account:



**FUSION  
FOR  
ENERGY**



## Internal Mobility

- At least 1 year of proven professional experience in at least 3 of the activities described under “Your key areas of impact” in EU Institutions and/or Bodies;
- Proven knowledge of managing network services including DHCP, DNS, SYSLOG, NTP and troubleshooting using network captures;
- Demonstrated experience setting up and administering Microsoft Windows servers and clients but also Linux operating systems, namely RedHat Enterprise Linux and Ubuntu servers;
- Proven experience with the hypervisors Microsoft Hyper-V, VMware ESXi, Splunk Enterprise, Tenable vulnerability management, and Burp Suite.

### **B3 Competencies**

The following competences will also be assessed:

- Excellent organisational and coordination skills with the ability to set priorities to deliver on time to agreed standards;
- Good problem solving skills;
- Team player;
- Client-service oriented attitude.

### **Selection process**

The recruiting manager, together with a staff committee representative and additional members if deemed necessary/useful, shall be responsible for reviewing the qualifications, experience and motivation of the applicants and draw up a list of candidates who will be invited to attend an interview.

A job interview will be organised for short listed candidates deemed most suitable for the job. The candidates shall be interviewed by the responsible Head of Unit and additional member(s) from the service if deemed necessary/useful. A member of the Staff Committee will also be present in an observer capacity to ensure fair and equal treatment. As F4E staff members will have already gone through more rigorous testing at the time of their original selection, the internal selection interview will be lighter than what is typically done for external procedures.

The shortlisted candidates will not be asked to sit a written/practical test.

No reserve list will be established for this selection. You will be informed of the outcome of your application and the selected candidate will be reassigned to the new unit without any impact on their contractual conditions.

The date of effect of the reassignment will be determined so as to limit any disruption of service as much as possible. It follows that the new duties may be delayed until such time that a solution has been found to replace the employee selected through the internal mobility procedure. The replacement solution may come either through a new internal selection procedure, through the use of a reassignment in the interest of the service or of a F4E Reserve list or the launch of an external procedure.

**Please note that the selection panel’s work and deliberations are strictly confidential and any contact with its members related to this selection is strictly forbidden.**



## Internal Mobility

### Submission of applications

Before submitting their application, candidates shall make sure that they fulfil all the eligibility and essential criteria as set out under point A and B of this notice.

Contract Agents interested in this post are invited to submit their application. The mandatory fields in the profile marked with an asterisk should be duly filled in and you are requested to submit the following two documents:

- A detailed Europass Curriculum Vitae in English (a template can be obtained at the following address: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>);
- A motivation letter of 2 pages maximum in English.

You must register your application online through the F4E E-recruitment platform by creating a valid F4E user account and submitting the documents mentioned below. We appreciate any feedback you may have regarding your user experience: [hr-selections@f4e.europa.eu](mailto:hr-selections@f4e.europa.eu)

**The online application process starts upon clicking this F4E [E-recruitment link](#).**

Please note that the online e-recruitment application platform is the only acceptable means of submitting/sending in job applications. You are responsible for keeping your e-mail addresses and personal details up to date in your profile.

---

**Applications must be complete and validly submitted by the closing date for submission of applications, no later than 23/09/2025 at 23h59, Barcelona time.**

---

In case you encounter technical problems when trying to submit your application via the e-Recruitment tool, please take a screenshot and send it to us via the [“Contact Us” form](#). It is your responsibility to inform F4E about any technical problem immediately, within the deadline mentioned above.

Please do not send any supporting documents (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.) with your application at this stage, if not specified in the Vacancy Notice.

After submitting your application, you will receive an acknowledgement of receipt notification. Please note that email correspondence from F4E will be sent out via our e-recruitment system. We therefore ask you to regularly monitor your email inbox and spam. Emails will have the sender address “@f4e-jobs.gestmax.eu”.

Upon request from the Head of Unit, candidates who are called for an interview shall be ready to provide all relevant supporting documents (diplomas, certificates and other supporting documents) proving their working experience and corresponding to the information in the application.

If at any stage of the procedure it is established that any of the information a candidate provided is incorrect, this candidate may be disqualified.

Applicants who consider that they have been adversely affected by a particular decision regarding this selection can lodge a complaint. For further details on how to proceed, please consult the appropriate document published on our [website](#).





**FUSION  
FOR  
ENERGY**



## Internal Mobility

### How is your data protected?

'Fusion for Energy' as the body responsible for organising the selection process, will ensure that applicants' personal data are processed as required by Regulation (EU) 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 data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC Text with EEA relevance. This applies in particular to the confidentiality and security of such data. Personal data shall be processed solely for the purpose of the selection procedure.

In order to update your CV and/or Motivation Letter and rectify any incorrect or inaccurate data, please send an email to us via the ["Contact Us" form](#) before the deadline for submission of the applications elapses. After the deadline for applications has elapsed, this right will be limited to the rectification of identification details and contact information only.

Should you have any query concerning the processing of your personal data, you shall send them to the following address: [HR-DataProtection@f4e.europa.eu](mailto:HR-DataProtection@f4e.europa.eu)