VACANCY NOTICE FOR POSITION OF
Service Desk Coordinator – Temporary Agent (AST4)
Reference no. EEA/AST/2025/1

Please send us your application by no later than 10 February 2025 at midnight (Copenhagen time), following the instructions in the ANNEX.

The European Environment Agency (EEA) is organising an open competition with a view to view to recruiting an officer to work as service desk coordinator, and further with a view to establishing a reserve list.

THE AGENCY:
The EEA is an Agency of the European Union (EU) and one of the decentralised Union bodies. The EEA aims to support sustainable development and to help achieve significant and measurable improvement in Europe's environment, through the provision of timely, targeted, relevant and reliable information to policy-making agents and the public.

JOB DESCRIPTION:
The Service Desk Coordinator will be responsible for overseeing and coordinating the activities of the IT Helpdesk and other specialized helpdesks within the Agency. This includes ensuring effective delivery of first-level IT support services, supervising technical resolutions, and fostering alignment with IT Service Management (ITSM) best practices and ITIL standards. The Coordinator acts as a bridge between users, helpdesk teams, and other ICT functions to ensure a high-quality support experience.

The Service Desk Coordinator will report to the Head of Unit Information and Communication Technology, who in turn reports to the Head of Digital Department (see organisational chart).

The position will entail the following tasks:

Service Desk Coordination and Management:

- Oversee day-to-day operations of the IT Helpdesk and other specific helpdesks (EIONET, Reportnet, etc.);

- Ensure the delivery of first-line IT support services in alignment with Agency standards and SLAs / OLAs;

- Monitor service desk performance metrics, ensuring timely resolution of incidents and service requests;

- Manage and document workflows, standard operating procedures, and user guidelines for help desk activities;

- Proactively monitor IT systems and services, ensuring that potential issues are identified and resolved effectively;

- Collaborate with Facilities Management to address IT-related needs for office workstations, meeting rooms, printers, and other workplace equipment.

First-Level IT Support Oversight:

- Supervise and guide helpdesk staff in diagnosing and resolving first-level technical issues related to hardware, software, network, and system access;

- Ensure that processes for account creation, password resets, and access provisioning are performed efficiently and securely;

- Coordinate the resolution of common technical challenges, escalating complex issues to higher-level support as necessary;

- Oversee the setup and compliance of endpoint devices with organisational IT and security standards;

- Provide strategic input to enhance the first-level support framework and drive improvements in efficiency and user satisfaction.

User Engagement and Support:

- Act as the primary escalation point for unresolved user feedback, ensuring concerns are addressed professionally;

- Communicate updates on Service Desk activities, including known issues and resolutions, to end-users and stakeholders;

- Coordinate training and onboarding processes to ensure new users are equipped with the necessary IT tools and support;

- Promote and oversee the use of self-service resources for recurring issues and FAQs.

Knowledge Base and Asset Management:

- Ensure the development and maintenance of a robust knowledge base with solutions to recurring issues;

- Supervise IT asset management processes, ensuring an up-to-date inventory of IT equipment and software licenses;

- Oversee the coordination of IT asset deployment, replacements, and repairs.

Incident and Problem Management:

- Manage the incident lifecycle, ensuring proper prioritization, resolution, and documentation;

- Conduct or oversee root cause analyses for recurring incidents and coordinate corrective actions to prevent recurrence;

- Manage the communication and escalation of incidents to second and third level support (e.g. Systems & Networks team, vendors, developers, etc).

Team Leadership and Coordination:

- Lead and support helpdesk teams in delivering high-quality services to users;

- Provide coaching and training to helpdesk staff, fostering a culture of collaboration and continuous improvement;

- Ensure alignment of helpdesk activities with organisational goals and IT strategies.

ELIGIBILITY CRITERIA:

Candidates applying must satisfy the following eligibility criteria on the closing date for the submission of applications:

a)   A level of post-secondary education attested by a diploma, OR a level of secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of at least 3 years;

b)   Following the award of one of the qualifications above, candidates must have a minimum of 9 years of relevant professional experience.

In addition, in order to be eligible a candidate must:

- Be a national of one of the member countries of the EEA (Member States of the European Union plus Iceland, Liechtenstein, Norway, Switzerland and Turkey);

- Enjoy full rights as a citizen;

- Have fulfilled any obligations imposed by law concerning military service;

- Have a thorough knowledge of one of the languages of the EEA member countries and a satisfactory knowledge of another of these languages (corresponding to level B.2 of the Common European Framework of Reference for languages CEFR);

- Meet the character requirements for the duties involved;

- Be physically fit to perform the duties linked to the post.

Candidates should assess carefully and check before submitting their application whether they fulfil all the conditions for admission laid down in the vacancy notice, particularly in terms of qualifications and relevant professional experience.