VACANCY NOTICE V/AD/ICT/3/2024

The **European University Institute (EUI),** based in **Florence**, **Italy**
is organising a selection procedure based on qualifications and tests
to draw up a reserve list[1] for the post of

**Educational Technology Officer
in the ICT Service
(Temporary agent post, type 2a, AST03[2])**

The European University Institute (EUI) seeks an outstanding and highly motivated individual to lead technological enhancements in EUI's teaching and learning environment. The Educational Technology Officer will be responsible for managing Learning Management Systems and optimising technological strategies, as well as streamlining the upload and storage processes for teaching materials.

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.

More on our Institution: https://www.eui.eu/About
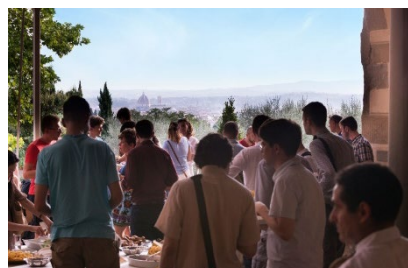
Our Unit

The **Information and Communication Technology Service (ICT)** provides, among others, digital services, technologies and tools to support the work and activities of the EUI. It is committed to delivering quality customer service and digital solutions to the academic and administrative areas of the EUI community.
The ICT Service provides digital services and support to ensure that all EUI users have access to information via a system that is reliable, fast, campus-wide and fully integrated with the external information world; ensures that EUI staff and researchers are able to maximise their use of the available digital tools; and develops

---

[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 15/2021of 27 April 2021 laying down a procedure for the use of reserve lists.
[2] Cf. Annex II

and implements the digital resources required (tools, services, infrastructure, staff, & services) to achieve the strategic goals and objectives of the EUI.

The EUI is looking for an **Educational Technology Officer** who, under the supervision of the Web Unit Coordinator, will act as subject matter specialist to inform and apply technological enhancements in the EUI's teaching and learning environment, manage Learning Management Systems and optimise technological strategies, and streamline the upload and storage processes for teaching materials. The role also includes supporting daily Web Unit operations, assisting colleagues and systems as needed, and offering user support based on the Unit's priorities and under the supervision of the Web Unit Coordinator.

The main duties may include the following:

Level of Expertise

- Acting as subject matter specialist, knowing trends and best practices regarding digital products configuration, particularly for Learning Management Systems (LMS) and Content Management Systems;
- Acting as subject matter specialist, knowing trends and best practices for digital data integration through APIs and front-end programming languages such as JavaScript, HTML and CSS;
- Keeping abreast of best practices and acting as a subject matter specialist for the further development, testing, implementation and improvement of user-oriented digital applications;
- Contributing to implementing the guidelines of the EUI web communications strategy.

Role in administrative processes

- Contributing to the technical development and maintenance of the EUI's seminars and courses, LMS projects as well as to their presence on the EUI websites;
- Liaising with the relevant administrative staff and providing support for procedures related to digital learning services;
- Contributing to the improvement of the academic units' administrative workflows and processes through web and learning or teaching-related services;
- Contributing to the development of the digital learning services of the Institute, ensuring compliance with the EUI data protection policy and regulations, including cyber-security.

Level of autonomy and accountability

- Reporting directly to the Web Unit Coordinator and working in close collaboration with the EUI's academic units;
- High level of autonomy, accountable for own work.

Representation/Communication

- Collecting feedback on digital learning and web-related matters from the EUI academic units and external stakeholders;
- Internally coordinating and liaising regularly with the EUI Web Working Group;
- Discussing the development of new digital products and projects with users;
- Providing coaching and training sessions on digital learning and teaching-related matters to academic and administrative staff;

- Providing insights and best practices for the use of digital learning tools.

Policy/Strategy Making

- Contributing to the drafting of strategic documents (project reports, annual reports, etc.) concerning digital services by regularly providing insights, statistics and data;
- Contributing to internal working groups aimed at further developing the workflows, strategy, and objectives of the digital learning and teaching activities of the EUI;
- Drafting user-friendly documentation and guidance for digital applications on a regular basis.

Finance and procurement responsibility

- Providing advice and support for the procurement of digital learning and teaching services;
- Supporting financial and procurement workflows: preparing invoices for verifications, requesting commitments, drafting debit notes, participating in e-payment workflow.

Budget management

- Supporting the Web Unit Coordinator in planning the annual expenditure for web communications tools;
- Supporting the Web Unit Coordinator in budget planning for the projects of the EUI Centralised Web Services.

Managing people/Role in HR processes

- Coaching and supervising the work of trainees and, where applicable, other staff.

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 **role** include the following:

- Stakeholder orientation
- Creativity and innovation
- Technological awareness
- Change Management
- Strategic Thinking
- Quality Assurance

The competencies mentioned above may be assessed at the written test and/or interview stage.

Read more on EUI Competency Framework

- A role in an inspiring community of young scholars with an exclusive focus on master, doctoral and post-doctoral studies;
- A truly multicultural community of 1100 academics at all career stages and administrative staff of approximately 85 different nationalities;
- The commitment to a genuine culture of equality, diversity and inclusion, 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;
- 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 Support Staff](#).

How To Apply

Applications must be submitted electronically using the **online application form** available at https://www.eui.eu/About/JobOpportunities/Open-competitions-for-administrative-posts

CLOSING DATE FOR APPLICATIONS: ~~16 December 2024~~ **6 January 2025** at 23:59 CET

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

4

ELIGIBILITY CRITERIA

On the closing date for online applications, you must fulfil <u>all</u> 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 their 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. This professional experience will be considered part of the educational qualification and will not be taken into account in the required numbers of professional experience under 2.3.

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 EU, please indicate in your application that you hold an equivalence certificate; otherwise, your application will be deemed ineligible. [4]

2.2. Knowledge of Languages[5]

- 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.

2.3. Professional experience[6]

---

[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

[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.

[6] Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to this post. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account.

By the deadline for applications, and in addition to the qualifications required above, candidates must have at least **three years** of relevant professional experience gained after obtaining the diploma required under 2.1.

<div align="center">***</div>

SELECTION CRITERIA

Applications that fulfil the above Eligibility Criteria will be assessed against the following requirements:

Essential

- Thorough knowledge of research-oriented teaching and learning systems (e.g. Brightspace, Moodle, Blackboard, Canva etc.), gained through professional experience;
- Proven experience in managing user requirements and "content-type" technologies (Digital Experience);
- Proven hands-on experience with data integration (API);
- Proven hands-on experience with configuration of digital products, bug-fixing, code revision and problem-solving;
- Demonstrated excellent verbal and written communication skills in English (CEFR level: C1 or above).

Advantageous

- Demonstrated practical knowledge of current trends and practices in higher education;
- Post-secondary education or specialised training in Computer or Information Engineering;
- Proven experience with visual design (e.g. infographics, video editing).

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.

Completed PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once.