

EUI REMUNERATED TRAINEESHIP OPPORTUNITIES

ICT Service

The [European University Institute](#) (EUI), founded in 1972 and located in Florence, Italy, is a treaty-based post-graduate institution dedicated to advanced research and training with a unique European focus. The three pillars of its activities are the training of early-stage researchers through excellent research, policy-relevant research, and the training of current and future policymakers. Committed to global engagement, diversity, inclusiveness, and improved accountability, the EUI fosters a collaborative and forward-thinking environment that connects scholars and policymakers worldwide.

The [Information and Communication Technology \(ICT\) Service](#) of the EUI provides the digital infrastructure and essential technology services that enable the Institute's academic and administrative activities. It ensures secure, reliable and high-performance data, visual and voice communication across the EUI community and with external partners. It supports both centralised and decentralised applications, providing the flexibility required by diverse institutional needs. It operates identity and access management services, user support functions, and a central Helpdesk to maintain high-quality service delivery. It also supports learning technologies, audiovisual environments, enterprise systems, integrations, and campuswide networks to ensure efficient, modern and accessible digital operations. The Service ensures the security, integrity and resilience of the Institute's systems and digital assets, and contributes to robust business processes, management information systems, and IT governance.

The EUI [ICT Service](#) is inviting motivated trainees to join its diverse teams and contribute to a wide range of activities, including Systems & Networks, Administrative Systems, Web Services, and User Support.

A description of tasks for each profile is provided in annex.

- [Systems & Networks Trainee](#)
- [Administrative Systems Trainee](#)
- [Web, Digital & Learning Trainee](#)
- [User Support Trainee](#)

Benefits

- Maintenance grant of **€1,540 per month*** (as from 1st January 2026).
*See *up-to-date figures* [here](#).
- Reimbursement of travel expenses incurred at the beginning and end of the traineeship (for trainees recruited outside of Florence);
- 40% discount on one lunch per day at the EUI canteen;
- Access to EUI facilities: [Library](#), Reading Rooms, [Centre for Academic Literacies and Languages](#);
- Participation in professional training, [public seminars, workshops](#) and [extracurricular activities](#), including wellbeing initiatives;
- Opportunity to apply academic knowledge in a practical work environment, particularly in relevant areas of expertise;
- Experience in an international institution and research university, becoming part of a vibrant and dynamic multicultural community;
- Development of creativity and innovation skills;
- Improvement of organizational and time management skills;
- Enhancement of language skills, interpersonal communication, and intercultural teamwork abilities.

Type and Duration:

- 12 months
- Full time (Monday to Friday; 8 hours/day)
- Starting dates: *Please refer to the call's announcement on the EUI website.*

Conditions for Eligibility

Candidates must:

- Be nationals of the Member States of the European Union and of candidate countries benefiting from a pre-accession strategy. However, a limited number of nationals of non-Member States may be accepted on the basis of a specific agreement of the Secretary General and according to available resources. Under exceptional circumstances, specific traineeships can be made available solely to nationals of specific States, including EU and non-EU States; In accordance with [President's Decision no. 67/2025](#), Ukrainian nationals are also eligible to apply;

AND

- Have completed the first cycle of university studies and obtained a full degree or its equivalent by the closing date for applications. The minimum national qualifications required by the legislation in the country where the diploma was obtained are available here.
- Have obtained their last university diploma no longer than three years prior to the deadline for applications. The three-year rule is not applicable for trainees enrolled in further university studies at the moment of their application for the traineeship at the EUI.

AND

- Have a good knowledge of one of the EUI's official languages and a satisfactory knowledge of another language, taking into account that English, French and Italian are the main working languages at the Institute.

All rules governing the traineeship refer to [the President's Decision no. 16/2023](#) and [President's Decision no. 67/2025](#).

IMPORTANT: Please note that applicants who do not meet the above conditions should not apply and may not receive any response if they choose to do so.

Candidates invited for an interview may also be assessed for the following competencies:

All staff at the EUI share the following competencies:

- Ethics and integrity
- Working in a multicultural environment
- Accountability
- Delivering quality and results

Competencies related to the Service:

- Initiative/proactivity
- Resilience
- Multitasking
- Interpersonal skills
- Adaptability
- Creativity and innovation

Competencies specific to the posts:

- Proactivity;
- Working with others;
- Technological awareness;
- Delivering quality and results.

TO APPLY

Fill in the [online application form](#) and upload documents as requested. Only applications submitted through the online application form will be accepted. Your application will be considered successfully submitted once you receive an automatic email confirmation.

Shortlisted candidates will be invited for an interview. Please note that only candidates invited for interviews will receive information from the EUI on the selection status.

Deadline for applications: *Please refer to the call's announcement on the EUI website.*

Should you have difficulties in sending your application, please send an email to the following e-mail address: Traineeships@EUI.eu

Please note only candidates invited for interviews will receive information on the selection status from the EUI.

For more information on traineeships at the EUI visit the [webpage](#).

A) Systems & Networks Trainee

The Systems & Networks Team is responsible for planning, delivering, and maintaining the EUI's core IT technology services, including its hybrid infrastructure combining on-site and cloud-based systems.

What trainees will do

The trainee will support the Systems & Networks team in the management of daily IT operations, provide user support, assist with operational activities, contribute to ongoing technology projects, and support documentation activities related to Systems & Networks.

Under the supervision of the Head of Sector for Systems & Networks, the trainee will be assigned specific duties and responsibilities in line with the objectives of the traineeship, including:

- Assist the team members in support of the corporate email services daily activities;
- Assist with the screening, registration and tracking of user account requests;
- Handle the process of allocation of workspaces and telephones via Online requests application systems;
- Support the review and publication of internal procedures, following established templates;
- Monitor the service mailbox and ensure correct assignment and follow-up of requests;
- Assist the Telephone Officer in their daily activities, providing support service to the EUI community under supervision;
- Provide administrative support to digital skills and training initiatives;
- Assist the Systems & Networks Head of Sector in project management activities related to IT infrastructure and networks and Digital enablement projects.

Training and Development

The trainee will gain hands-on experience in the day-to-day operation of a hybrid IT infrastructure, develop a practical understanding of systems and network services in an academic environment, and acquire foundational skills in IT service support, documentation, and project coordination that are transferable to future roles in professional IT operations.

Qualifications and skills required

- Bachelor's degree in a relevant field (e.g. Computer Engineering, Programming, Multimedia Engineering, Information Technology, or a related discipline);
- Proven knowledge of English, both written and spoken (CEFR level: B2 or above), with an interest in producing clear, user-friendly documentation and internal web content;
- Time management and organisational skills, with proven ability to meet deadlines and to handle multiple tasks and projects;

Advantageous qualifications

- Information Technology related certifications relevant to the team's mission and tasks;
- Knowledge of project support (project life cycle, gathering user requirements, testing);
- Knowledge of the Microsoft 365 ecosystem, particularly collaboration tools such as Teams, SharePoint, and Outlook.

B) Administrative Systems Trainee

The Administrative Systems Team supports digital services across academic and administrative processes (e.g. academic administration, HR, finance, facilities).

What trainees will do

Under the supervision of the relevant system owners, the trainee will be assigned specific duties and responsibilities in line with the objectives of the traineeship, including:

- Contribute to product and system management activities related to academic administration systems;
- Support process mapping and analysis of academic administration workflows;
- Assist with system configuration activities;
- Participate in system testing and validation activities;
- Support the preparation and maintenance of user documentation and guidelines;
- Analyse recurring user issues and support tickets to identify patterns and improvement opportunities;
- Assist with operational system management tasks, including data quality checks;

Training and Development

The traineeship offers hands-on experience in the delivery and operation of digital services in an academic environment, as well as with enterprise systems and digital service improvement. This traineeship focuses primarily on the academic administration systems, with an emphasis on understanding, analysing, and improving how digital services work in practice.

Qualifications and skills required

- Bachelor's degree in a relevant field (e.g. Computer Engineering, Programming, Multimedia Engineering, Information Technology, or a related discipline);
- Proven knowledge of English, both written and spoken (CEFR level: B2 or above), with an interest in producing clear, user-friendly documentation and internal web content;
- Time management and organisational skills, with proven ability to meet deadlines and to handle multiple tasks and projects;

Advantageous qualifications

- Information Technology related certifications relevant to the team's mission and tasks;
- Knowledge of project support (project life cycle, gathering user requirements, testing);
- Knowledge of markup, scripting or programming languages.

C) Web, Digital & Learning Trainee

The Web Unit is responsible for the EUI's web services portfolio and for the delivery of the institute's web-based digital projects. The portfolio covers the institutional website, the academic websites supporting faculty, research projects, working groups, clusters and communities, the blogs and personal sites used by the academic community, the intranet portal, and the digital learning environment, including the e-Learning HUB and the Learning Management System. The team operates as a cohesive, cross-functional group combining complementary expertise across web development, content management, learning technologies, design and quality assurance. Alongside its structural services, the unit delivers institution-wide digital projects in close coordination with academic units, administrative services and other ICT teams.

What trainees will do

Under the supervision of the Head of Sector of the Web Unit, the trainee will contribute to the work of the ICT Web Unit and will be assigned the following tasks:

- Provide end-user support across the unit's services;
- Integrate multiple data sources through web API development and customization;
- Configure and customise CMS, LMS and other systems;
- Revise, edit, proofread and optimise web content and technical documentation;
- Work cross-functionally to enhance the user experience of our platforms.

Training and Development

The traineeship offers hands-on experience in the delivery and operation of digital services in an academic environment, working across content management, learning and intranet platforms, and will acquire transferable skills in digital solutions development, systems integration, content quality and user-centred digital service delivery.

Qualifications and skills required

- Bachelor's degree in a relevant field (e.g. Computer Engineering, Programming, Multimedia Engineering, Information Technology, or a related discipline);
- Proven knowledge of English, both written and spoken (CEFR level: B2 or above), with an interest in producing clear, user-friendly documentation and internal web content;
- Time management and organisational skills, with proven ability to meet deadlines and to handle multiple tasks and projects;

Advantageous qualifications

- Information Technology related certifications relevant to the team's mission and tasks;
- Knowledge of project support (project life cycle, gathering user requirements, testing);
- Familiarity with modern web frameworks, API integration, and end-to-end service design, including thoughtful use of AI development tools.

D) User Support Trainee

The User Support Team is responsible for the centralised Helpdesk, Audio/Video (AV) Services, Printing Services and First Level User Support at the EUI. The User Support Unit is the first point of contact for any IT and AV query EUI members and guests may have.

What trainees will do

The trainee, under the supervision of the Head of the User Support Sector or relevant coordinator, will contribute to supporting the community “on the field” and will be assigned the following tasks:

- Manage user requests in the centralised tracking system;
- Configure clients (Outlook, VPN, etc.) ;
- Provide end-user support in general IT or AV matters (installation and troubleshooting of HW and SW, etc.);
- Run asset inventory checks;
- Revise, edit, proofread & optimise support documentation.

Training and Development

This traineeship offers the possibility to gain increased autonomy in handling routine first-line support tasks and develop a foundational understanding of IT service management concepts (e.g. ITIL awareness), by gaining hands-on experience in solving everyday IT issues for users, supporting renowned corporate tools, logging and resolving tickets, while delivering clear and professional IT support, and applying IT security basics and organisational best practices.

Qualifications and skills required

- Bachelor’s degree in a relevant field (e.g. Computer Engineering, Programming, Multimedia Engineering, Information Technology, or a related discipline);
- Proven knowledge of English, both written and spoken (CEFR level: B2 or above), with an interest in producing clear, user-friendly documentation and internal web content;
- Time management and organisational skills, with proven ability to meet deadlines and to handle multiple tasks and projects;

Advantageous qualifications

- Information Technology related certifications relevant to the team’s mission and tasks;
- Knowledge of project support (project life cycle, gathering user requirements, testing);
- Familiarity with most common OS and experience in end-user support, training or writing technical documentation.