The European Commission (EC) has awarded a framework contract to GISIS, a consortium composed of three IT companies: Intrasoft International, Atos and Getronics. GISIS helps the EC to achieve its objectives by providing application support services. The consortium is operating from the premises of the EC, located in Brussels.

As a full-time employee you will be part of the application support team at the Directorate-General for Health and Food Safety (SANTE). You will be responsible for the support of the TRAde Control and Expert System (TRACES), which is a multilingual online management tool which notifies, certifies and monitors trade in animals, products of animal origin and feed and food of non-animal origin, as well as of plants, seeds and propagating material. TRACES is an e-government system, following the requirements of the EU Digital Agenda towards dematerialisation of health documents.

Your main task will be to answer any business user related questions and clarify any policy area related procedures and requirements concerning the use of TRACES, to all stakeholders. Accordingly, you will provide feedback to the TRACES EC management and the IT team on the use of TRACES. Where needed you will perform a follow-up on issues detected. You will keep existing documentation up-to-date, perform end-user related functional compliance tests on new releases of the system. You may also be requested to provide trainings and workshops on the use of TRACES.

Key responsibilities

- Act as the first contact point for all business users related questions on TRACES;
- Ensure and perform all communication with the end-users;
- Provide services to all stakeholders according to ITIL best practices; handling and documenting all requests;
- Ensure the follow-up of incidents and issue tickets for resolution by the IT team;
- Keep user manuals, FAQ, wikis and information dashboards up-to-date by documenting all relevant information;
- Perform end-user related functional compliance tests on the new releases of TRACES.

Profile

- Academic background: Biology / Veterinary/ Agronomic studies or other relevant studies.
- Very good oral and written communication skills in English. Knowledge of additional EU languages is a plus;
- Good knowledge of Microsoft Office Suite; particularly Excel and Word.
- Strong analytical, problem solving and learning skills;
- Excellent customer service skills;
- General knowledge of EU institutions;
- Able to work in an international and multicultural environment;
- Flexible;
- Independent;
- Team player.

Desirable:

- 2 years’ experience in the area of animal health, animal welfare or plant health;
- Experience with ticketing systems;
- Experienced user of web-based tools
- Knowledge of/or experience in ITIL environment.

Location: European Commission, Directorate General for Health and Food Safety, Brussels.