



External Vacancy Notice

Reference: EUAA/2025/CA/002

Publication: External
Title of function: Learning Support Officer
Category and grade: Contract Agent* – FG IV

1. European Union Agency for Asylum

The European Union Agency for Asylum (hereinafter "EUAA"), established by Regulation (EU) 2021/2303¹, is a centre of expertise by virtue of its independence, the scientific and technical quality of the assistance it provides and the information it collects and disseminates, the transparency of its operating procedures and methods, its diligence in performing the tasks assigned to it, and the information technology support needed to fulfil its mandate.

Specifically, the EUAA focuses on:

- Contributing to ensuring the efficient and uniform application of Union law on asylum in the Member States in a manner that fully respects fundamental rights.
- Facilitating and supporting the activities of the Member States in the implementation of the Common European Asylum System (CEAS), including by enabling convergence in the assessment of applications for international protection across the Union and by coordinating and strengthening practical cooperation and information exchange.
- Improving the functioning of the CEAS, including through a monitoring mechanism² and by providing operational and technical assistance to Member States, in particular where their asylum and reception systems are under disproportionate pressure.

The organisational chart of the Agency can be consulted on the EUAA's website at: <https://euaa.europa.eu/about-us/who-we-are>

The Agency's headquarters are located in Malta with additional offices in Belgium, Italy, Greece, Spain, and Cyprus.

* See Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Union at <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:01962R0031-20230101>

¹ Regulation (EU) 2021/2303 of the European Parliament and of the Council of 15 December 2021 on the European Union Agency for Asylum and repealing Regulation (EU) No 439/2020, (OJ L 468, 30.12.2021, p. 1).

² Applicable legal provisions enter into force on 31 December 2023.



2. Job description

The Learning Support Officer will be working in one of the three learning areas (A, B, or C) described below within the Training and Professional Development Centre (C2) and he/she will be responsible, under the designated area, for the following tasks:

A) Learning design and production of digital learning

1. Collaborate with subject matter experts, instructional designers, and training methods experts to design and develop engaging learning products, including eLearning modules and blended training solutions;
2. Support the research and development of new training approaches for the design and delivery of the European Asylum Curriculum;
3. Support the management of the production lifecycle of learning products, ensuring quality assurance, consistency, and alignment with organizational standards;
4. Assist in creating, updating, and tailoring multimedia content for online learning using authoring tools;
5. Pilot test learning materials with users to gather feedback and optimize learning effectiveness;
6. Perform quality control check and test runs of digital training content;
7. Support the development and maintenance of guidelines, workflows, and templates to ensure the effective production of learning content;
8. Stay updated with emerging trends in instructional design, digital learning methodologies, and relevant tools to propose innovative approaches;
9. Provide project management support to the development of new learning products or updates to existing ones, ensuring alignment with project goals and timelines;
10. Provide input for policy documents on topics relating to assigned projects/programmes within the Sector;
11. Plan and deliver capacity-building events, such as workshops and seminars, to equip EUAA stakeholders with essential technical or methodological expertise;
12. Perform any other tasks, in the interest of the service, as required by the Head of Sector/Unit.

B) Learning technologies

1. Administer and maintain the Moodle LMS, including system updates, integrations, advanced configurations, and system-level customizations. Support the management of user profiles, course setups, and other technical configurations to meet organizational needs;



2. Contribute to the design and implementation of prototypes for proof-of-concept solutions to test new technical features, integrations, or tools, ensuring alignment with organizational goals and user requirements;
3. Participate actively and provide input to detailed technical discussions with providers, ICT units, and external vendors to evaluate solutions, resolve complex challenges, and ensure compliance with technical and operational standards;
4. Apply UX principles and design thinking methodologies to enhance the usability, accessibility, and engagement of learning platforms. Collaborate with stakeholders to gather feedback and implement user-centered improvements;
5. Support the monitoring, validation, and analysis of training data to ensure quality;
6. Stay informed about emerging technologies, trends, and best practices in learning technology;
7. Pilot and evaluate new tools or methodologies and report on results and forward actions;
8. Contribute to enhancing services by reviewing and refining learning systems, tools, and processes, identifying improvements, and implementing changes to boost efficiency and user experience.

C) Service Desk/Support

1. Provide first-line technical support for LMS users via a service desk, troubleshoot and resolve issues promptly, and escalate complex problems as needed;
2. Deliver training sessions, workshops, and presentations for stakeholders on effective use of Moodle tools and features. Develop user-friendly guides, FAQs, and multimedia resources to support self-directed learning;
3. Gather user feedback to identify challenges and recommend improvements to usability and navigation of learning platforms;
4. Act as a liaison with technical teams and stakeholders to ensure user needs are addressed effectively;
5. Generate reports and metrics to assess training effectiveness, user engagement, and service performance;
6. Analyze trends and provide insights to stakeholders for platform enhancements and improved user support;
7. Act as a liaison with technical teams, ICT units, and external vendors to ensure user needs are addressed effectively and efficiently;
8. Contribute to enhancing services by reviewing and refining learning systems, tools, and processes, identifying improvements, and implementing changes to boost efficiency and user experience.

3. Requirements

A) Eligibility Criteria

Candidates will be considered eligible for selection based on the fulfilment of the following formal criteria by the deadline for applications:

1. Have a level of education that corresponds to completed university studies of at least 3 years attested by a diploma³;
2. Be nationals of one of the Member States of the European Union, Iceland, Liechtenstein, Norway, and Switzerland;
3. Be entitled to full rights as an EU citizen;
4. Have fulfilled any obligations imposed on them by the laws on military service;
5. Possess a thorough knowledge (level C1 in all dimensions as per the Common European Framework of Reference for Languages or CEFRL) of one of the official EU languages and a satisfactory knowledge (level B2 in all dimensions as per the CEFRL) of another one of these languages to the extent necessary for the performance of the duties pertaining to the post⁴;
6. Meet the character requirements for the duties involved⁵;
7. Be physically fit to perform the duties linked to the post⁶.

B) Selection Criteria

If the eligibility criteria set out in section A) *Eligibility criteria* are met, the candidates' applications will be evaluated on the following selection criteria. These criteria have been subdivided into two categories: **Essential** and **Advantageous** Selection Criteria.

Please note that all Essential criteria are mandatory, meaning that no application will be assessed further if a candidate obtains a zero score in any of the Essential Criteria.

³ Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the studies determining eligibility took place outside the European Union, the candidate is required to present documentation attesting that their qualification is recognised by a European Union Member State body delegated officially for this purpose (such as a national Ministry of Education). Only candidates who have received an offer letter will be required to provide this documentation.

⁴ See <https://epso.europa.eu/en/selection-procedure/general-and-specific-eligibility-requirements>

⁵ Before the appointment, the successful candidate shall be asked to provide proof of a non-existent criminal record.

⁶ Before the appointment, the successful candidate shall be medically examined by one of the institutions' medical officers which will enable EUAA to ensure that he/she fulfils the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.



The most suitable candidates with the highest overall scores will be invited to an interview.

Essential

1. Proven professional experience of at least 3 years with tasks closely related to those described in section '2. Job description';
2. Proven professional experience in analysing user and organisational needs for new learning or training products and/or services and drafting of technical specifications for acquiring them;
3. Proven professional experience in managing projects related to learning products and services (such as digital learning, technical development or technical support to training products).

Advantageous

1. A university degree in learning science, computer science, graphic design multimedia or in another field relevant to the job description;
2. Proven professional experience in applying user-centered design approaches and working with agile methodologies;
3. Proven professional experience in a position related to the job profile within an international and multicultural environment.

C) Evaluation during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed based on the essential and advantageous criteria described in this Section, and the following additional criteria relevant to the post:

1. Thorough written and spoken communication skills in English, the working language of the EUAA;
2. Competent user of digital tools, learning technologies, and electronic office equipment and applications (word processing, spreadsheets, presentations, and electronic communication, internet);
3. Ability to work under pressure and meet deadlines on multiple tasks;
4. Strong analytical and problem-solving skills, with the ability to propose practical solutions to complex challenges;
5. Proactivity and ability to work independently;
6. Strong communication and interpersonal abilities to collaborate effectively with diverse stakeholders;



7. Strong service-oriented attitude and flexibility;
8. Demonstrated accuracy and precision in work output;
9. Knowledge of the mission and organisation of the EUAA.

4. Recruitment process

The Regulation which provides the legal basis for the EUAA was adopted on 15 December 2021 (Official Journal of the European Union L 468 of 30.12.2021).

A) Identifying eligible candidates

After the deadline for submission of applications, the Selection Committee will verify the submitted applications against the eligibility criteria described in Section 3A (“Eligibility Criteria”). Applications satisfying these conditions will then be assessed against the “Selection Criteria” under Section 3B.

B) Further analysis of applications

Following this initial assessment, the Selection Committee will compare the applications of eligible candidates with reference to:

- The Selection Criteria (“Essential” and “Advantageous”);
- The overall quality of the application and the candidates’ suitability for the post when compared to the established job profile.

Please note that the Essential Selection Criteria are mandatory, and no application will be further assessed if one of these criteria is not satisfied.

The Selection Committee will then establish a shortlist of the most suitable candidates to be invited for a written test, an interview and/or other tests based on the order of merit. These assessments will be held in English and, where applicable, other languages.

Due to the large volume of applications received, only shortlisted candidates invited to the interview and written test will be notified thereof.

C) Assessment phase

The assessment phase is composed of the following components:

- Technical competency written test and/or any other assessment deemed necessary for the post;
- Interview with the Selection Committee.

The assessment phase will be devised to evaluate the following components:



- General aptitude and language abilities to the extent necessary for the performance of their duties in accordance with Article 12(2)(e) of the Conditions of Employment of other Servants of the European Union (CEOS);
- Specific competences with reference to the applicants' profiles in line with the selection criteria included in the Vacancy Notice.

Please note that only candidates who are successful in the interview and written test will have the possibility of being placed on the reserve list.

This selection procedure may be organised online. In such case, further information will be provided by the Agency to candidates invited for an interview regarding the practical modalities for the assessment.

D) Verification of supporting documents

Only candidates who receive an offer letter will be required to present **originals or certified copies** of the documents listed below to confirm the accuracy and eligibility of the application against their supporting documents:

- A document proving their citizenship (e.g., passport);
- Any academic qualification mentioned in the application;
- Any professional experience mentioned in the application.

E) Establishing a reserve list

A reserve list will be established based on the outcome of the assessment phase and will remain valid until the end of the current year from the date of its establishment.

The reserve list may be extended at the discretion of the Executive Director.

Candidates shall note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

Prior to taking up duties, the successful candidate will be asked to undergo a compulsory medical examination by one of the institutions' medical officers which will enable the EUAA to ensure that they fulfil the requirement stated in Article 28(e) of the Staff Regulations of the Officials of the European Union.

5. Equal opportunities

The EUAA applies an equal opportunities policy and accepts applications without discriminating on the basis of gender, race, colour, ethnic or social origin, genetic features, language, religion, political or any other opinion, membership of a national minority, property, birth, disability, age, or sexual orientation.



6. Conditions of employment

The successful candidate(s) will be appointed by the Executive Director, upon recommendation of the Selection Committee, following the selection procedure, and will be recruited as a Contract Agent according to Article 3a of the CEOS for a period of 3 years which may be renewed. The Contract Agent will undergo an initial probation period of nine months.

The Contract Agent post in question will be placed in group FG IV. The basic salary of a **Contract Agent FG IV (grade 13, step 1)** is **EUR 4,270.49** which is weighted by the local correction coefficient (for Malta currently 91.8%). In addition to the basic salary, the EUAA offers various allowances and benefits depending on personal circumstances, such as:

- Family allowances;
- Expatriation or foreign residence allowance;
- Entry into service-related allowances (travel expenses, daily subsistence allowances, removal expenses, installation allowances);
- Annual travel allowances;
- Social benefits;
- Benefits stemming from agreements with national Governments;
- Benefits stemming from service level agreements with pre-schools and schools;
- Wide range of leave entitlements;
- Benefits to support work-life balance.

The salaries of Staff members are subject to a European Union tax deducted at source. Staff members are exempt from national tax on salary and are members of the European Union social security and pension scheme.

For further information on Conditions of Employment please refer to EUAA website section [Work for EUAA](#) and to [Conditions of Employment of Other Servants of the European Union \(CEOS\)](#).

The place of employment is Malta.

7. Application procedure

All of the EUAA's vacancies can be found on our [Vacancies](#) page and online [e-Recruitment](#) tool. For applications to be valid, candidates shall use the EUAA's online e-Recruitment tool to create a candidate account, activate it and complete all sections of the application form, as detailed in the [User Manual](#) found on the landing page. Candidates are requested to complete their application in English.

Incomplete applications will be disqualified and treated as non-eligible.

Please note that the selection process may take several months. In order to facilitate the selection process, all correspondence to candidates concerning this vacancy will be in English.



Candidates should not approach, directly or indirectly, the Selection Committee under any circumstances in relation to this recruitment process. The Executive Director reserves the right to disqualify any candidate who disregards this instruction.

Closing date:

The closing date for the submission of applications is **7 March 2025 at 12:00 pm** (noon - Malta time). The Agency will disregard any application received after this date and time.

Applicants are strongly advised **not to wait until the date of the deadline** to submit their applications. The EUAA is not held responsible for any delays in submission of applications due to technical difficulties or any other factors that may arise.

If a candidate is found to have provided false information at any stage in the selection procedure, the Agency is within its capacity to disqualify the candidate in question.

8. Data protection

The purpose of processing of the data submitted by the candidate is to manage the application(s) of the candidate in view of a possible selection and recruitment at the EUAA.

The Agency does not make public the names of successful candidates on reserve lists. However, it is possible that, for the purposes of recruitment and related planning purposes, members of the Agency's management may have access to reserve lists and, in specific cases, to the application form of a candidate (without supporting documents, which are kept confidential by the Human Resources Unit). Application files of non-recruited candidates are kept for two years from the expiry date of the reserve list after which time they are destroyed.

The personal information requested will be processed in line with [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.

9. Appeal procedures

Any person to whom the Staff Regulations and the CEOS apply may submit to the competent Authority Empowered to Conclude Contracts of Employment a complaint against an act affecting him/her adversely within 3 months, pursuant to Article 90(2) of the Staff Regulations⁷ and under the conditions laid down therein. Complaints concerning this selection procedure may be lodged either by post or by e-mail using the following contact details:

⁷ In accordance with Article 46 of the CEOS, "[t]itle VII of the Staff Regulations, concerning appeals, shall apply by analogy".

**The Executive Director
European Union Agency for Asylum
Winemakers Wharf
MRS 1917
Malta**

E-mail: edsecretariat@euaa.europa.eu

Any person to whom the Staff Regulations and the CEOS apply may also lodge an action before the General Court of the EU within 3 months, pursuant to Article 270 of the Treaty on the Functioning of the European Union⁸ (TFEU) and Article 91 of the Staff Regulations and under the conditions laid down therein. More information about the submission of an action before the General Court of the EU can be found [here](#).

Any citizen of the EU or natural person residing in the EU may lodge a complaint with the European Ombudsman pursuant to Article 228(1) of the TFEU in respect of an instance of maladministration. The complaint must be lodged within 2 years of the date when the facts on which it is based came to the attention of the complainant, and after making the appropriate administrative approaches to the EUAA, pursuant to Article 2(3) of the Regulation (EU, Euratom) 2021/1163⁹ and under the conditions laid down therein. More information about the submission of a complaint before the European Ombudsman can be found [here](#).

Please note that complaints with the European Ombudsman do not affect the time limits to file a complaint under Article 90(2) of the Staff Regulations or to lodge an action before the General Court of the EU pursuant to Article 270 of the TFEU and Article 91 of the Staff Regulations, in accordance with Article 2(8) of the Regulation (EU, Euratom) 2021/1163.

⁸ Consolidated version of the Treaty on the Functioning of the European Union (OJ C 326, 26.10.2012, p. 47-390).

⁹ Regulation (EU, Euratom) 2021/1163 of the European Parliament of 24 June 2021 laying down the regulations and general conditions governing the performance of the Ombudsman's duties (Statute of the European Ombudsman) and repealing Decision 94/262/ECSC, EC, Euratom (OJ L 253, 16/07/2021, p. 1-10).