

The ETUC and ETUI are currently recruiting an **IT support engineer** to join our IT team on a full time, basis, with a permanent contract.

Under the supervision of the Head of the IT department, the successful candidate will be expected carry out the following tasks

Job Description

- To provide creative solutions to IT problems in a challenging environment
- To follow up on IT projects to optimize operational processes and coordinate with suppliers and internal users to implement the project
- Provide IT and technical support, including:
 - Ensuring the day-to-day functioning of all IT resources and contribute to efficiency of systems
 - Implementing IT security measures
 - Providing technical support to ETUC and the ETUI staff and troubleshooting IT issues via help desk support requests
 - Installing and updating software and hardware as needed
 - Coordinating requests for hardware and software
- To maintain accurate documentation
- To contribute to the development and implementation of a GDPR compliant data collection policy

Skills/experience required

- Knowledge of security protocols, IT systems, networking infrastructures and database systems
- Ability to communicate complex information to a non-technological audience
- Troubleshooting technology problems
- Microsoft Windows environment: Windows 10, Windows server, HyperV, Active directory
- Microsoft Azure: AAD, Endpoint management, virtual computing
- LAMP
- Network layers, firewall management, switching, VLAN, DNS, VPN
- Proficiency in Office 365
- Masters degree in technical branch or similar experience in the field
- Excellent level of English and French (spoken and written)
- Proven ability to work independently and part of a team carrying out multiple tasks
- Proactive, open-minded, team-player
- Organised and detail-oriented

We offer

We offer a competitive salary, depending on qualifications and experience, and an attractive package of fringe benefits.

The daily work will be undertaken in the ETUC offices in Brussels.

Starting date: Early 2021

Please forward a CV and cover letter to Sinead Tiernan, Head of Human Resources, ETUC at vacancy@etuc.org by 10 January 2021.

ETUC is an equal opportunities employer.

GDPR: to comply with data protection laws, ETUC does not retain unsuccessful candidate applications. If you would like to know about future employment opportunities, please visit our website where all our vacancies are posted www.etuc.org