

JOB PROFILE

Directorate: Technology & Projects Excellence

Unit: Technology Integration, IT Infrastructure

Function: System Administrator

The European Committee for Standardization (CEN) and the European Committee for Electrotechnical Standardization (CENELEC) are looking for an **IT System Administrator** to join the Technology & Projects Excellence Directorate of the CEN-CENELEC Management Centre (CCMC) located in Brussels. The company employs 92 people, has 43 members (countries, experts from various industries, etc) and is considered to be a business catalyst in European industries and consumers.

This position will report directly to the Manager – IT Infrastructure and be part of an efficient two-person team.

This experienced professional will use their technical and customer-facing skills to provide internal customers on their IT service requirements. They will also be involved in the setup and maintenance of IT infrastructure solutions, ranging from networks, servers, high end conferencing systems and end-user systems and services.

As a candidate for this function, you are well organized, able to multitask and prioritize in sometimes pressured situations. You have 3+ years' experience in an IT Support role with a wide variety of technologies. In addition, you have a good attitude to 'IT as a service' and have a customer centric focus

You are comfortable working independently and as part of a team, taking initiative; and appreciate a work environment that gives you freedom and a sense of responsibility.

Responsibilities:

- Provide first and second line support across all internal IT services
- Install and replace laptops, printers, software, and other peripherals
- Ensure proper administration of hardware and software according to defined procedures
- Set up and maintain user rights and accesses in a multitude of internal and external systems
- Provide advice to users in the use of IT tools (O365, videoconferencing, smartphones, ...)
- Participate in the implementation/launch of new versions/applications based on internal customer requirements (project management)
- Handle incidents and request in the internal system or escalate to the appropriate teams
- Propose solutions to improve the systems and procedures in place and/or to reduce the number of incidents

- Manage servers, networks, and high-end conferencing systems
- Assist the Manager – IT infrastructure in their technical, administrative and project management tasks
- Support the line Manager and the Director, in keeping the relevant processes/ procedures/etc in the Quality Management System up to date

Candidate Profile:

- 3+ years working in IT support tasked with infrastructure and user support, in a Windows environment
- Knowledge of Active directory and Office365
- Knowledge of Windows Server, VMWare, backup strategies
- Knowledge and management of network equipment
- Knowledge of PowerShell, GPO & SCCM is an asset
- Team player, autonomous and problem solver
- Flexible, proactive with a hands-on approach
- Service-minded and able to work with people of different cultures and languages
- Able to handle occasionally a very demanding work environment
- Well organized and able to prioritize issues, with good time management skills and the capacity to learn in a dynamic environment quickly
- High level of business English. Knowledge of Dutch and/or French is an asset
- Strong verbal and written communication skills

Working environment:

- The successful candidate gets the opportunity to join a multicultural environment in a cosy and comfortable working space enabling the employees to feel comfortable while having moments to concentrate or chat!
- The company employs people who are responsible and accountable, open to change, able to obtain and share information and who feel comfortable with taking decisions.
- All team members are encouraged to deploy and develop their skills in an international and highly intellectual surrounding, driven by innovation and competitiveness; supporting our mission to foster the European economy in global trading, the welfare of European citizens and the environment.

Offer: Salary according to experience, 38h/week, work-life balance, flexibility in homeworking – including policy for teleworking abroad occasionally –, meal vouchers, hospitalization insurance, group insurance, opportunities for further training.

To apply: Send your CV and motivational letter to hadmin@cencenelec.eu.