

Opportunity for Internal IT system engineer

Join the dynamic and multicultural team behind one of the largest country-code top-level domains in the world, .eu, also available as .europa and .europa.

EURid is a human-sized, technology-oriented, not-for-profit organisation responsible for managing, operating and promoting the .eu top-level domain. We provide secure, reliable and accessible digital services to millions of users across Europe and beyond.

As part of the continued development and internalisation of our Internal IT function, we are looking for an Internal IT System Engineer to join our Infrastructure & Operations team at our Belgian headquarters.

Role description:

As an Internal IT System Engineer, you will help ensure the reliable, secure and efficient operation of EURid's internal IT environment.

You will join an existing Internal IT capability, working closely with colleagues across Infrastructure & Operations while acting as a key contact for end users and external IT suppliers.

This hands-on role combines system administration, user support, workplace technology and day-to-day IT operations. It requires strong technical skills, a service-oriented mindset and the ability to build effective working relationships with users, colleagues and vendors.

Key responsibilities:

User Support & Workplace IT

- Handle incidents and service requests, from troubleshooting through resolution or escalation.
- Provide responsive and user-friendly support for hardware, software, access and workplace applications.
- Administer Microsoft 365, SharePoint Online, Teams and other business applications.
- Support Windows and Linux devices and manage endpoint configuration and software deployment through Microsoft Intune.
- Support meeting rooms, conferencing equipment, office connectivity and VPN access.

Identity, Systems & Security

- Administer Microsoft Active Directory and Microsoft Entra ID.
- Manage users, groups, permissions and access across internal systems and SaaS platforms.
- Support onboarding, role changes, offboarding and periodic access reviews, applying least-privilege principles.
- Contribute to patching, vulnerability remediation, endpoint security, backup and restore activities, and other operational security tasks.

Asset & Supplier Management

- Maintain accurate IT asset and configuration records.
- Support the lifecycle of hardware and software, from acquisition through replacement and secure disposal.

- Contribute to hardware and software procurement, licence management and supplier evaluation.
- Coordinate effectively with IT vendors and service providers and follow issues through to resolution.
- Support audits and compliance activities by providing accurate operational, asset and configuration information.

Continuous Improvement

- Keep technical and operational documentation accurate and useful.
- Contribute to improving Internal IT processes, standards and ways of working.
- Identify recurring issues and opportunities for automation or simplification.
- Participate in Internal IT projects and improvement initiatives.

Your profile:

Education & Experience

- 3+ years of relevant professional experience in internal IT, system administration, workplace IT or a similar hands-on role.
- Degree in Computer Science, Information Technology or equivalent professional experience.
- Experience working in a service-oriented IT environment and supporting end users directly.
- Experience taking ownership of incidents and requests through to resolution.
- Relevant certifications or training in Microsoft technologies, IT service management, cybersecurity or systems administration are a plus.

Technical Proficiency

You bring solid practical experience with:

- Windows environments and end-user computing.
- Microsoft Active Directory.
- Microsoft 365 / Office 365 administration.
- SharePoint Online administration.
- Microsoft Entra ID / Azure AD.
- Microsoft Intune or similar endpoint-management solutions.
- User, group and access administration.
- IT service management and support processes.
- Networking fundamentals, including LAN, Wi-Fi, VPN and DNS.
- Familiarity with Linux environments and command-line tools is a plus.
- Experience with IT asset management, hardware and software procurement, licence management, Jira/Confluence or Zendesk is a strong advantage.

Personal skills

You are someone who:

- Enjoys helping users and approaches support with patience and professionalism.
- Communicates clearly with both technical and non-technical colleagues.
- Builds constructive working relationships with users, suppliers and other teams.

- Takes ownership of issues and follows them through to resolution.
- Knows when to work independently and when to involve colleagues.
- Is pragmatic, organised and attentive to documentation.
- Enjoys troubleshooting and improving the way things work.
- Communicates effectively in English, both verbally and in writing.

What we offer:

- A dynamic and international work environment.
- A competitive compensation package that includes a competitive salary, a company car, meal vouchers, a comprehensive group and health insurance plan and additional holidays.
- Healthy work-life balance including hybrid work.
- Opportunities for growth and development.
- A role that supports a high-impact European digital initiative.

You will join a highly skilled, mission-driven team working on projects that matter for Europe's digital future. So don't miss this exciting opportunity to take your career to the next level and help build the future of the Internet in Europe.

Send your details or contact us via [jobs\[at\]eurid\[dot\]eu](mailto:jobs[at]eurid[dot]eu)