

Opportunity for an Infrastructure & Operations Lead

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

EURid is a human-sized, tech-oriented, not-for-profit organisation dedicated to managing, operating, and promoting the .eu top-level domain. Since its creation in 2003, EURid has built strong technical expertise in the top-level domain industry and delivers high-quality, secure, and accessible services to millions of users across Europe and beyond. Under NIS2 regulation, EURid is designated as an essential entity operating critical internet infrastructure.

Today, we are evolving our infrastructure and operational model to address new regulatory, security, and technological challenges, with a strong focus on automation, resilience, observability, and long-term digital sovereignty. To support this transformation, we are looking for an Infrastructure & Operations Lead to join our Belgium office (Diegem).

Role description

As Infrastructure & Operations Lead at EURid, you will play a key part in ensuring the resilience, continuity, and operational reliability of EURid's critical infrastructure services.

You will be responsible for the operational leadership, coordination, and delivery of our TechOps and Internal IT activities. You will drive the day-to-day operations of the teams, ensure operational continuity and delivery execution, and contribute to the evolution and reliability of EURid's infrastructure and operational services.

You will coordinate and support a team composed of senior and mid-level System & Infrastructure engineers, as well as Internal IT engineers, ensuring alignment, accountability, operational quality, and continuous improvement across infrastructure and operational activities.

Key responsibilities

Operational leadership and delivery

- Lead the day-to-day operations and delivery activities of the TechOps and Internal IT teams
- Coordinate priorities, workload, and execution of infrastructure and operational initiatives
- Ensure service continuity, operational reliability, effective incident, problem, and escalation management in line with the resilience expectations of an essential entity
- Coordinate Internal IT activities, including workplace IT services, and user support
- Drive operational quality, accountability, reporting, audit support, and continuous improvement
- Create structure, alignment, and operational clarity across teams and stakeholders

Infrastructure and platform operations

- Contribute hands-on to the operation and evolution of EURid's production infrastructure
- Oversee the lifecycle management of highly available Linux-based infrastructures across our datacenters

- Manage virtualization, containerization, and private cloud platforms
- Ensure infrastructure reliability, resilience, and operational stability

DNS and registry services

- Oversee and contribute hands-on to the operation of large-scale authoritative DNS infrastructure and registry services across production and non-production environments
- Operate and support domain registration platforms and associated backend systems (Java, Python, PostgreSQL, RabbitMQ)
- Ensure the availability, performance, resilience, and security of core registry services

Automation, monitoring, and observability

- Drive automation, Infrastructure as Code, and CI/CD practices across infrastructure and operational workflows (Ansible, Terraform)
- Ensure effective monitoring and observability of production systems and services
- Drive the evolution of observability and operational visibility capabilities

Database, networking, and security operations

- Contribute to network and distributed infrastructure operations, including routing, firewalls, traffic flows, and anycast environments
- Oversee PostgreSQL infrastructure operations in collaboration with specialized DBA providers
- Ensure infrastructure operations align with security standards, regulatory requirements, architecture principles, and operational best practices

Collaboration and communication

- Promote collaboration and alignment across infrastructure, operations, software engineering, security, enterprise architecture, service delivery, and other stakeholders
- Support and coordinate engineers, fostering accountability, operational maturity, and knowledge sharing
- Contribute to the continuous improvement of operational practices, workflows, documentation, and governance
- Stay up to date with emerging technologies and industry practices

Your profile

Education and experience

- Degree in computer science, IT, or a related field
- 8+ years of experience in IT infrastructure, TechOps, or system engineering environments
- Proven experience leading technical operations teams in complex production environments
- Strong experience in operational delivery, incident management, service continuity, and team coordination in Agile environments
- Experience in the domain name industry or DNS ecosystem is considered a plus
- Certifications in infrastructure, service management, or leadership are considered a plus

Technical skills

- Strong Linux administration and infrastructure engineering background (RHEL-based)
- Solid understanding of authoritative DNS, networking, distributed infrastructure environments, security, backup, and identity management technologies
- Experience with virtualization, containerization, private cloud platforms (e.g. VMware, Docker, Kubernetes, OpenStack-based solutions)
- Experience with automation, Infrastructure as Code, scripting, monitoring, and CI/CD tooling environments (e.g. Prometheus, Grafana, ELK, GitLab, Atlassian suite)
- Experience operating DBMS infrastructure in collaboration with DBA services

Soft Skills

- Strong leadership, organisational, coordination, and stakeholder management skills
- Ability to create structure, accountability, alignment, and operational clarity across teams
- Strong communication, problem-solving, and incident coordination capabilities
- Pragmatic and service-oriented mindset, balancing operational stability, delivery, and continuous improvement
- Collaborative leadership style, with attention to quality, reliability, and team cohesion
- Fluent in English

What we offer

- The opportunity to work on critical European internet infrastructure
- A hands-on operational leadership role with real impact
- A dynamic, international, and highly skilled work environment
- 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, learning, and long-term technical challenges

Join a mission-driven team working on infrastructure and services that matter for Europe's digital future.
Send your details or contact us via jobs@eurid.eu