

## Opportunity for Internal IT System Engineer

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

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.

As part of the internalisation of its Internal IT service desk function, EURid is looking for an **Internal IT System Engineer** who will play a key role in establishing, operating, and stabilising internal IT services for the organisation.

### Role description

As an **Internal IT System Engineer** working in EURid's Belgium (Diegem) office, you ensure the reliable, secure, and efficient operation of EURid's internal IT services. You combine hands-on system engineering with service desk responsibilities and actively contribute to shaping internal IT practices, documentation, and ways of working. You operate with a high degree of autonomy, pragmatism, and ownership, take end-to-end responsibility for internal IT services, and act as a trusted point of reference for service quality and operational continuity.

### Key responsibilities:

#### *IT-service desk operations*

- Operate the internal IT service desk and act as the operational owner of the support service
- Handle incidents and requests (L1–L2): Ticket intake, triage, resolution, and escalation. Take ownership of issues end-to-end and ensure proper follow-up
- Use operational experience and service desk data to contribute to service reporting, identify improvement opportunities, and refine support processes

#### *Workplace & collaboration platforms*

- Operate and support collaboration and productivity platforms, including Microsoft 365 / Office 365, SharePoint Online and Teams, Jira, Confluence, Jira Service Management, Zendesk and other business SaaS tools
- Provision and configure collaboration spaces, projects, and access rights. And act as first-line support for user questions, access issues, and tool usage
- Ensure platforms remain usable, secure, and efficient over time

#### *Identity & access management*

- Operate and maintain identity and access systems, including Microsoft Active Directory, Azure AD / Entra ID
- Manage users, groups, roles, and permissions across internal systems and SaaS platforms
- Support and execute periodic access review and apply least-privilege principles pragmatically and consistently

#### EURid vzw

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### *Devices & endpoint management*

- Manage end user hardware: Windows & Linux laptops, iOS & Android smartphones, screens, peripherals, and conferencing equipment
- Use Microsoft Intune for: Device enrolment and configuration, software deployment, security baselines, updates, and policies
- Troubleshoot hardware, OS, and configuration issues
- Support device lifecycle management, acquisition, replacement, and secure disposal

### *Operations support*

- Provide day-to-day operational support for: Office Wi-Fi, LAN, VPN access, meeting rooms and conferencing systems
- Participate in patch and vulnerability execution, backup monitoring and restore coordination, Incident detection, response, and escalation

### *Asset, configuration & supplier coordination*

- Maintain accurate records in CMDB and asset management systems. Ensure alignment between assets, users, access, and reality
- Provide technical input to supplier selection and evaluation and coordinate operationally with IT suppliers and service providers
- Support audits and compliance activities with reliable operational data

### *Technical leadership & delivery*

- Contribute to the establishment and continuous improvement of internal IT practices, standards, and documentation, and actively support their adoption in day-to-day operations
- Act as a technical reference for internal IT topics, providing guidance, feedback, and support to ensure sound decisions and consistent, high-quality service delivery
- Take responsibility for planning, executing, and delivering internal IT technical initiatives and improvement activities within agreed scope and priorities

## Qualifications:

### *Education & experience:*

- 7+ years of professional experience in an internal IT, system engineering, or workplace IT role
- Degree in computer science, information technology, or equivalent professional experience
- Relevant training, certifications, for example in Microsoft, IT service management, security, or systems administration are a plus
- Proven ability to operate autonomously in a service-oriented IT environment, taking end-to-end ownership of internal IT services and platforms

### *Technical proficiencies:*

- Strong hands-on knowledge of Windows environments, user workstations, Microsoft 365 administration, SharePoint, Active Directory and Azure AD / Entra ID
- Solid understanding of networking fundamentals (LAN, Wi-Fi, VPN, Firewalls, DNS)

- Active experience with endpoint management (Intune, Bitdefender or equivalent) and ITSM tools (such as Jira Service Management)
- Familiarity with Linux environments, Windows Subsystem for Linux (WSL) and command-line usage
- Previous experience administrating Atlassian and Zendesk environment is strong plus

#### *Soft Skills:*

- Strong sense of ownership and accountability
- Service-oriented and pragmatic mindset
- Clear and effective communication with technical and non-technical stakeholders
- Ability to prioritise and make decisions
- Comfortable working autonomously while collaborating across teams
- Structured, documentation-minded way of working
- Good communication skills in English

#### **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@eurid.eu)