

The **EUROPEAN ENVIRONMENTAL BUREAU**,
a network of more than 180 environmental citizens' organisations,
has a vacancy for a full-time
IT Technical Support Officer (entry level or 3-5 years experience)

The **European Environmental Bureau** ([EEB](#)) is Europe's largest and most inclusive network of environmental citizens' groups - and the only one working on such a wide range of issues. We campaign for progressive policies to create a better environment in the European Union and beyond.

We are looking for technically skilled candidates with excellent interpersonal skills for the **IT Technical Support position**. IT Technical Support Officer will help Senior IT an Office Coordinator to troubleshoot technical issues, provide timely feedback to staff members, and support the roll-out of new applications/processes, among other duties.

Moreover, IT Technical Support Officer will need to talk to staff members and external service providers customers directly, as well as create written documentation, requiring excellent written and verbal communication.

The IT Technical Support Officer will:

- Answering internal IT requests
- Managing user accounts and licenses (Microsoft 365, Skedda, Phone,...)
- Installing, configuring, and maintaining Windows laptops
- Assisting the Senior IT and Office Coordinator in the management of the IT infrastructures (server, Wi-Fi, Firewall, Network,...)
- Purchasing IT equipment in collaboration with the Senior IT and Office Coordinator and the Finance Manager.
- Installing and managing videoconference equipment.

Qualities and experiences required for the post:

- We are open to all graduates, an ICT related academic background is considered as an asset
- Passionate about IT, previous experience is considered as an asset
- Speak and write English fluently, good level of French is considered as an asset
- Well organised and practical, with a logical, analytical approach to problem solving
- Able to talk about technology in simple terms
- Excellent interpersonal and communication skills
- Eager to learn
- Pays close attention to details
- Subscribes to the EEB's [values](#)

The EEB offers:

- A competitive salary (starting from € 2,653 monthly gross for the entry level position and from € 2,865 for Officer position, subject to level of experience) coupled with various benefits:

holiday bonus, 13th month, pension scheme, luncheon vouchers, working from home indemnity

- Full-time fixed term contract of one year, with the possibility of extension subject to funding
- A stimulating and friendly international working environment
- An opportunity to work for a worthy cause.

Application process:

The candidate should submit via email a letter of motivation, a CV in English, and reply to the question below. Please save the application as a pdf or docx file with the following file name: "*Lastname.Firstname.ITTechnicalSupportOfficer*" and send it to: personnel@eeb.org before 8 October 2023.

Questionnaire for the post of "IT Technical Support Officer":

- Fixing IT issues at home and helping 80 people with their day-to-day IT issues is not the same. What do you think is the biggest difference? *Please answer in maximum 300 words.*

Location:	As our contracts fall under Belgian law, the candidate must commit to being officially registered in Belgium and working part of the week from our office in Brussels.
Deadline for Application:	8 October 2023
Interviews first round:	17 October 2023
Starting date:	As soon as possible or 13 th of November 2023

The EEB is an equal-opportunities employer. We respect our employees' private life, including where they are taking up care roles. We strive to be an inclusive organisation and encourage applications from a diverse range of candidates.

Due to limited staff resources and the number of applications expected, only candidates selected for interview will receive a response.

Please have a look at [our Diversity, Equality and Inclusion Policy](#).

Before applying, please read our [recruitment privacy statement](#).

<p style="text-align: center;">European Environmental Bureau AISBL Rue des Deux Eglises 14-16, 1000 Brussels, Belgium Tel: +32 (0)2 289 10 90 E-mail: personnel@eeb.org – Website: http://www.eeb.org International non-profit association - Association internationale sans but lucratif (AISBL) EC register for interest representatives: Identification number: 06798511314-27 BCE identification number: 0415.814.848 RPM Tribunal de l'entreprise francophone de Bruxelles</p>
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