

IT Systems Support

Location : Vélizy, France

Contract type : Permanent, full time

Department : IT

Purpose of the job

The Ekinops IT Department is an international team supporting internal users, tools and infrastructure worldwide.

Duties and responsibilities

- You are responsible for part of operational ICT at Ekinops, special focus on Vélizy site.
- You focus on end-user support in an international context.
- You assist on maintenance and development of a mid-size intercontinental ICT infra and services.
- You are part of an international team, having colleagues & users in several continents.
- You report to the group IT director (has home base in Belgium and is regularly present on your site).

Skills and profile

- Experience in end-user IT hardware support.
- Experience in Microsoft client systems support and understanding in support of Linux-based client systems (setup & maintenance of the OS level and integration with Microsoft systems).
- Experience on end-user support for Microsoft 365 systems (Exchange Online, MS Teams, Azure AD, ...).
- You understand concepts in (international) corporate networks (Ethernet, TCP/IP, DNS, DHCP, switches, VLANs, monitoring, threat protections).
- You give priority to user-experience and operational excellence.
- You are self-learning and can work independently while not forgetting your role in the team.
- You understand that creating inventories, documentation and procedures support the daily job of yourself and your colleagues.
- You are sensitive to security-related and business-continuity related topics.
- You can handle stress: in a breakdown situation, you focus on solving the issue.
- You have a relevant experience of at least 3y in a similar profile.
- You communicate fluently in English and French (spoken and written) and can be concise yet clear if needed.