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| **IT Support Engineer**  |
| **Location** | Amsterdam |
| **Reports to** | Digital Services (DS) Operations Manager |
| **Hours** | Full time (39 hours per week) |
| **Contract** | This role is offered in our Netherlands office as a 1-year definite contract with the possibility of an indefinite contract thereafter |

**Purpose and Context**

Reporting to the Digital Services (DS) Operations Manager, this role is part of the wider Digital Services team and will be based in our Amsterdam office.

The IT Support Engineer will work closely with the Senior IT Support Engineer and the broader DS team (primarily located in Cambridge, UK) to deliver reliable, high-quality IT support to GÉANT staff. This includes providing 1st and 2nd line support across a range of hardware, software, and communication tools used by approximately 40 employees in the Amsterdam office.

This role is key to ensuring smooth day-to-day operations for users in Amsterdam and will serve as an on-site presence to support local IT needs, escalate issues when needed, and contribute to continuous service improvements.

**Role Accountabilities**

* **End-User Support**: Provide timely and effective 1st and 2nd line technical support for staff in the Amsterdam office, including laptops, desktops, printers, mobile devices, and meeting room AV equipment.
* **Incident Management**: Own and resolve support tickets using the IT Service Management (ITSM) system (Ivanti Neurons), escalating issues to the Senior IT Support Engineer or other DS colleagues when appropriate.
* **Hardware & Software Maintenance**: Support the setup, maintenance, and troubleshooting of end-user devices, peripherals, and standard software applications.
* **New Starter Setup**: Assist with the onboarding process by preparing IT equipment and access for new employees and contractors.
* **IT Asset Management**: Help maintain accurate inventory of hardware and software assets, ensuring asset records are kept up to date.
* **Service Monitoring**: Monitor local IT services and proactively identify and report recurring issues or risks that may affect business operations.
* **Documentation**: Contribute to the development and maintenance of user guides, process documentation, and internal knowledge bases.
* **Office IT Support:** Collaborate with local staff (e.g., office administration) to coordinate IT-related logistics such as workspace setup, network troubleshooting, and AV support for meetings.
* **Project Support**: Participate in small-scale IT projects or deployments under the direction of the Senior IT Support Engineer or DS Operations Manager.
* **Compliance & Best Practice:** Follow established IT policies and procedures, and contribute ideas for improvement and increased efficiency.
* Other duties as may reasonably be required.

**Working Arrangements**

For this role we anticipate that you will be required in the office for most days (4-5 days) each week.

**Business Travel**

Occasional travel to our Cambridge UK office and within the Netherlands (and possibly other European destinations) will be occasionally required as part of this role.