

ICT Support Officer (Eurojust)

Location: The Netherlands, Eurojust – The Hague

Deadline: ASAP

Reference: 2018/EJ/03/PO/06

Contract duration: 1-year agreement with potential to extend

Sapienza Consulting is recruiting an ICT Support Officer for Eurojust. The ICT Support Officer will work within a team of under supervision of a Head of Sector. The team delivers 1st and 2nd line support to staff and other users of Eurojust's IT tools.

Responsibilities:

- Providing first-and Second level ICT support for all users;
- Installing, upgrading, maintaining and decommissioning hardware and software;
- Troubleshooting ICT-related technical problems;
- Contributing to the regular ICT maintenance that takes place in the evenings and on weekends;
- Testing new versions, releases and patches for hardware and software and providing recommendations on their implementation at Eurojust;
- Assisting in the process of ordering of new IT equipment and initiating ICT-related purchases;
- Performing asset management tasks, such as gathering and keeping detailed hardware and software inventory information.

Profile:

- At least 2 years of relevant work experience
- Should preferably have experience with Microsoft Enterprise Software
- Should preferably have experience operating a Service Desk in an office environment
- Good communicator who can explain things clearly & professionally;
- Able to create and maintain relevant documentation;
- Inquisitive and a self-starter who wants to excel in his/her role;
- Organised to ensure actions are tracked and feedback given to users;
- Diligent and methodical to ensure that tasks are always addressed;
- Good time keeper respecting the business hours;
- Commitment to continuous development and learning;
- Fluent in English; knowledge of another European language is an asset;

Contact:

Candidates must be eligible to work in the EU

Please send your CV (in English) as soon as possible to jobs@sapienzaconsulting.com