

ERTICO – ITS Europe is a public-private partnership with >120 members of service providers, suppliers, traffic and transport industry, research institutions, public authorities, user organisations, connectivity industry, and vehicle manufacturers. As a leading voice in Intelligent Transport Systems (ITS), we empower intelligent, safe and resilient mobility for an inclusive and sustainable society. We contribute and facilitate innovative solutions and services through EU-funded projects, innovation platforms, international cooperation, advocacy, and the flagship ITS Congresses.

We are currently seeking to recruit a full-time position based in Brussels for our IT department.

NETWORK AND SYSTEM ADMINISTRATOR

Your role as **Network and System Administrator** is to carry out activities related to **the administration of the IT infrastructure of the organisation**. This includes network, system and Office 365 administration to ensure business continuity, in providing IT technical support to the rest of the team and in the DNS administration.

Your main responsibilities:

- **Network and System Administrator**

- Installation and Configuration: Setting up and configuring network hardware (routers, switches, firewalls) and software (operating systems, applications).
- Monitoring and Maintenance: Continuously monitoring network performance, identifying potential issues, implementing preventive measures and ensure renewal of existing contracts' support.
- Troubleshooting and Problem Solving: Diagnosing and resolving network problems, including hardware failures, software glitches, and security breaches.
- Security Management: Implementing and maintaining network security measures, such as firewalls, intrusion detection systems, and access controls.
- Network Optimization: Enhancing network performance, speed, and reliability.
- Documentation and Support: Maintaining clear and accurate documentation of network infrastructure and processes, as well as providing technical support to users.

- **IT technical support**

- Set up new network users' accounts and profiles and deal with password issues
- Keep computer systems running smoothly and ensure users get the maximum benefit from them
- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Desktop support providing direct user assistance to resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace defective parts as required
- Support the roll-out of new applications
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion
- Prioritize and manage many open cases at one time
- Rapidly establish a good working relationship with staff members and other professionals, such as external IT service suppliers
- Test and evaluate new technology

- **Office 365 Administrator with deep knowledge in Exchange and SharePoint online**

- **DNS Administrator**

- **Mobile phone fleet manager including administration of the cloud Microsoft Teams Phone system**

- **Audio-visual technical support (ClickShare conferencing solution)**

Your expertise and knowledge to the role:

- At least 5 years' experience in Network and System Administration, or a related field.
- Strong ability to be resourceful, proactive and polyvalent with out-of-the-box & innovative thinking and quick problem-solving skills as well as a strong adaptability, flexibility and an ability to communicate clearly and patiently with the team are essential.
- Excellent English oral and written skills (near-native level), additional languages are an advantage.
- Knowledge of Exchange, SharePoint and ClickShare conferencing solution.

At ERTICO, our culture is rooted in strong core values which guide our daily ambition and drive the meaningful work we do with our Partners across the transport and mobility sector. **As part of our team, we offer:**

- An excellent working opportunity in a dynamic international environment with a multi-cultural team
- An attractive extra-legal benefit package along with the salary
- A culture of continuous learning and visionary working atmosphere where we empower our team members to grow, innovate, and adapt to the ever-changing mobility landscape
- A work environment based on intellectual curiosity where our values (cooperative, passionate, impactful, open and visionary) embrace everything we do to achieve our vision
- A highly skilled team with diverse expertise and "learn-it-all" mindset
- A visionary working atmosphere which aims to be positively impactful for you, your skills and career development

Please send your **CV** and **motivation letter** to recruitment@mail.ertico.com

We aim to ensure a transparent, respectful, and inclusive recruitment process as an **equal opportunity employer** committed to diversity and inclusion. All qualified applicants are considered regardless of background or identity. All applicants receive a formal acknowledgement of their submission. The successful candidates will be invited to a first interview with the prospective supervisor.



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