



Job vacancy

IT Officer – Operations Team

Salary: €1100 gross per month + benefits

Location: IEEP Brussels office

Contract duration: Full-time CIP contract of 6 months. Upon satisfactory completion of the CIP, we would be prepared to offer a CDI

Timing: We would like the candidate to start as soon as possible.

Application deadline: Sunday 25 July 2021, 5PM GMT

Our offer to you:

- You will contribute to a more sustainable Europe
- You will have a real impact on IEEP's growth and evolution;
- You will enjoy the good work atmosphere, flexible working environment, and open culture of a culturally diverse, highly committed and energetic team

About IEEP

The Institute for European Environmental Policy (IEEP) is a sustainability think tank, based in Brussels and an office in London. We are a team of policy professionals composed of scientists, economists and lawyers with a diverse range of expertise. With over forty years of experience, we provide evidence-based analysis and advice on European environmental policy, including its global dimensions. We work with a range of clients from the European Commission and Parliament to international organisations, businesses, and NGOs.

Much of IEEP's project work involves teams of partners from a variety of countries, including EU Member States and beyond. We maintain a commitment to being at the forefront of thinking about environmental aspects of EU policies and their development, and promoting a thorough understanding of environmental issues and needs among policy makers and other relevant organisations in Europe and globally. For more information, please see our web site: www.ieep.eu

We are committed to high quality, transdisciplinary and impartial research as well as accountability and transparency ([IEEP Code of Ethics](#)).

IEEP and its Convention d'immersion professionnelle (CIP)

IEEP aims to provide valuable experience to those looking to pursue a career in environmental policy. The successful candidate will be hired under the terms of a “*Convention d'immersion professionnelle*” under Belgian law¹. This means that the successful candidate will need to demonstrate that they have recently concluded education related to the post in question. This will be verified by the responsible government agency before the contract can be approved.

The Role

We are looking for a friendly technical support specialist to solve the technical issues of our 40 research and operational staff. We are a small organisation and this position is taking over from a part time role. The ideal candidate is a recent graduate/job seeker or someone who is changing careers and who wants the opportunity to begin their new career in IT. While you will be the main point of contact for all technological issues at IEEP, we do not expect you to know everything immediately and we will invest in your development.

In the first 3 months, you will provide first line support and learn the systems. A part-time IT officer will provide second line support and ensure you are comfortable with the systems used at IEEP.

After this initial training period, along with Head of Operations and external suppliers, you will be expected to coordinate the installation and maintenance of hardware and software, and propose, and support the roll out of new technology strategies and solutions.

Principal aspects of the role

IEEP has an office in Brussels and a collocated space in London, with staff working remotely. IEEP moved last year to Microsoft Teams, replacing their legacy software, and are in the process of rolling out new systems notably around project management and process management.

You will be expected to:

- Provide technical support to IEEP staff and responding to IT incidents and requests
- Install and configure computer hardware operating systems and applications
- Rapidly establish good working relationship with staff and external suppliers
- Manage the existing infrastructure
- Escalate issues which cannot be solved to the head of Operations or external suppliers
- Support the Head of Operations, external suppliers and other staff roll out new applications

¹ <https://www.bruxelles-j.be/travailler/ton-premier-emploi/la-convention-dimmersion-professionnelle/>

Person Specification

Essential:

- Enthusiastic self-starter, who is passionate about IT and people
- Excellent IT skills and a desire to learn more
- motivated to work for a think-tank wanting to shape the environment, climate and future sustainability
- excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution
- the ability to work well in a team
- problem solving skills
- English

Desirable

- A degree or diploma in IT or Business information
- A first experience working in an office
- Knowledge or experience of managing overall IT infrastructure (Azure AD – SharePoint – OneDrive – Office 365)
- Basic Website development and maintenance
- French/ Dutch and other European languages

How to apply

If you believe you fit this candidate specification and you would like to apply for this post, please:

1. Send us your motivation letter, together with your CV, explaining your interest in the job and showing clearly how you meet the job and candidate specifications.
2. In your letter, please indicate your current or most recent salary and benefits, length of notice period to current employer, and whether you need a work permit to work in the location specified for the vacancy.
3. Please also give the names, addresses and telephone numbers of two referees for professional reference. Note that these referees will only be contacted after prior notification from you.
4. Send your completed application form to opsrecruitment@ieep.eu, clearly marking the title of the email: **IT Officer**

All applications must reach us by **5PM GMT on Sunday 25 July 2021**. The anticipated start date would be **as soon as possible**.

Due to anticipated interest in the post, we are unfortunately not able to reply to unsuccessful applicants. If you have not had a response to your application within two-weeks of the closing date you should assume you have been unsuccessful in your application.

IEEP strives to be an equal opportunities employer and undertakes that there shall be no discrimination in employment policies or salaries on grounds of race, ethnic origin, gender, disability, religious or similar belief, sexual orientation, age, gender reassignment or marital and civil partnership status.

IEEP PRIVACY POLICY

This statement explains how IEEP handles and uses personal data we collect about our applicants. Where in this statement we refer to 'we' or 'our' or 'us' we are referring to IEEP and where we refer to 'you' or 'your' we are referring to job applicants.

What information do we collect about you?

We collect information about you when you apply for a role with us. This data includes everything that is in your application form, as well as any other data that you provide us with at the application stage.

How will we use the information about you?

We collect your information for the purpose of the recruitment process for which you have applied for. If we feel that your profile fits an alternative role within IEEP, we may pass your information to other colleagues within our organisation.

We will not disclose your information to any company outside of the IEEP Organisation, unless required to do so by law.

We will not use your data for marketing purposes.

How long will we keep your information for?

If you are successful in your application, we will provide you with a new privacy policy upon offer of employment, which will supersede this policy.

If you are unsuccessful, we will keep your information on file for 6 months after the application deadline date, after which it will be deleted.

Access to your information and correction:

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write to us at the following address. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

How to contact us:

If you have any questions about this policy, or would like further information, please contact us at:

BELGIUM:

Rue Joseph II 36-38,
Bruxelles 1000,
Belgium
+ 32 (0)2 738 7482

UK:

25EC, 25 Eccleston Place
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