



## TCR Group – IT Business Partner

### IT Business Partner

#### The opportunity

Are you passionate about IT, driven by operational excellence, and eager to make an impact in a dynamic global company? At TCR, we're looking for an IT business partner who thrives on solving technical challenges and providing seamless support to our teams. You'll take the lead on local infrastructure, collaborate with international teams, and ensure VIP service for our leadership. This is a unique opportunity to contribute to a forward-thinking IT environment in the heart of aviation support.

#### A snapshot of what you will be doing here

##### Infrastructure and application support

- Provide proactive, hands-on IT support for hardware, software, and networking issues.
- Monitor and maintain IT systems, ensuring optimal day-to-day performance.
- Manage video conferencing equipment and ensure flawless virtual meetings.
- Onboard new employees with equipment setup and IT security training.
- Assist in software installation, updates, and user configurations.
- Collaborate with the Service Desk team to resolve complex issues efficiently.

##### IT asset and ticket management

- Maintain an accurate CMDB (Configuration Management Database) and oversee IT inventory lifecycle.
- Replace and upgrade IT hardware in line with our lifecycle plans.
- Coordinate IT equipment procurement with local vendors.
- Manage and resolve IT tickets promptly, ensuring consistency across the region.

##### Vendor relationship management

- Build and nurture strong relationships with local IT vendors.
- Evaluate vendor proposals and manage contracts for mobile, telephony, and internet services.

##### Standardisation and best practices

- Implement group-wide IT standards locally and ensure full compliance.
- Promote adoption of IT services across the business.
- Lead regular IT audits and proactively drive security and process improvements.

##### VIP IT support

- Deliver premium-level IT support to senior executives in Brussels.
- Ensure seamless connectivity and functionality during executive travel.

- Safeguard against cybersecurity threats with best-in-class protection.

#### **We are looking for an individual who:**

- Is based in Brussels and available to travel within Belgium (e.g. quarterly workshops in Liège).
- Holds a Bachelor's or Master's degree in IT, Computer Science, or a related field.
- Has a strong command of Dutch, French, and English.
- Brings solid experience in IT support and infrastructure maintenance.
- Has hands-on skills in at least two of the following:
  - Microsoft Azure or Microsoft Server (certifications a plus)
  - Office365 (certifications a plus)
  - Security and networking
  - IT service desk operations
  - IT project deployment or management
- Is highly organised and solution-oriented with a proactive mindset.
- Communicates effectively with both tech teams and business stakeholders.
- Preferably holds a driving licence (not mandatory).

#### **♥ We think you will love working with us**

- Join a leading international team, headquartered in Belgium.
- Be part of a dynamic and forward-thinking IT team driving innovation in the aviation industry.
- Enjoy streamlined decision-making processes where your contributions matter.
- Work in a global, multicultural environment with opportunities for professional growth.
- Take part in fun team activities—golf initiations, darts tournaments, and Thursday drinks!
- Enjoy 30 days of holidays for a great work-life balance.

#### **Our company**

At TCR Group, we are pioneers in Ground Support Equipment (GSE) solutions for the aviation industry. We provide rental, leasing, and maintenance services, ensuring reliability at over 200 airports worldwide. With our headquarters near Brussels and a team of 1,700 employees, we are a trusted global partner, delivering operational excellence and innovation.

#### **Do you think we could be a match? We look forward to meeting you**

If you're ready to bring your IT expertise to a collaborative and innovative environment, we can't wait to meet you. Apply today and become a key part of our success story.

Please note: We kindly request that agencies and recruiters refrain from contacting us regarding this job posting.