IT Support Engineer – Infrastructure & Cloud (Level 3)

The Opportunity

Are you a tech-savvy expert ready to take ownership of high-level infrastructure and cloud support operations? At TCR, we're looking for a seasoned IT Support Engineer (L3) to strengthen our IT Service Desk team. This role is central to ensure seamless IT operations, playing a crucial role in the satisfaction and productivity of our employees. Join us and help troubleshoot and maintain our IT infrastructure & Cloud

A snapshot of what you will be doing here:

- Provide advanced Level 3 support across network, infrastructure, and Azure cloud services.

- Handle Level 2 support tickets, depending on team capacity and workload priorities.

- Act as a key escalation point for complex incidents and critical issue resolution.

- Manage and optimise Microsoft Azure services (e.g. Azure AD, Intune, VMs, Defender for Endpoint).

- Support and maintain infrastructure including Windows Servers, Hyper-V, VMware, Citrix Workspace.

- Troubleshoot network issues including VPN, LAN/SDWAN, and firewall configurations.

- Identify and implement automation opportunities using PowerShell and Logic Apps.

- Participate in infrastructure projects (e.g., system upgrades, migrations).

- Ensure compliance with ITIL processes and maintain documentation.

- Collaborate with vendors and cross-functional teams.

- Promote IT security best practices company-wide

We are looking for an individual who:

- Holds a Bachelor's degree in IT, Computer Science or equivalent experience.

- Has 7+ years in IT support, with 3+ in senior infrastructure roles.

- Brings expert-level experience in:

  o Microsoft Azure (Azure AD, Intune, VMs)

  o Windows Server, AD, DNS/DHCP

  o Network protocols and hardware (VPN, Firewalls, Cisco/HP)

  o Virtualisation (Hyper-V, VMware)

o Microsoft 365 (Exchange Online, SharePoint, Teams)

o Citrix Workspace

o ServiceNow or similar ticketing systems

- Has scripting skills (PowerShell is a plus).

- Holds or is willing to obtain certifications (e.g., AZ-104, CCNP, ITIL Foundation).

- Demonstrates strong troubleshooting, communication, and collaboration skills.

- Communicates fluently in English; Dutch or French is a plus.

- Thrives under pressure with a positive, solution-oriented attitude

We encourage candidates to apply if they see a strong match with the core responsibilities—even if they don't meet *every* requirement. Research shows people from underrepresented groups often hesitate to apply unless they meet *all* criteria. At TCR, we view job profiles as a guide, not a checklist. We're looking for relevance, not perfection.

❤ **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 Service Desk 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 play a key role in our infrastructure evolution and enjoy making a real impact—this might be the role for you. Apply today and let's shape the future of aviation IT together.

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