TCR Group – Senior IT Infrastructure & Security Specialist
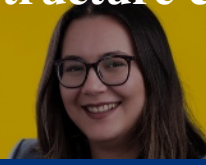
Senior IT Infrastructure & Security Specialist

The Opportunity

We are seeking an Senior IT Infrastructure & Security Specialist to provide advanced technical support (Level 3) and leadership within our Service Desk team. In this role, you will ensure the performance, security, and reliability of our IT infrastructure, serve as an escalation point for complex technical issues, and coach a team of skilled engineers. Reporting to the IT Service Desk Manager, you will drive the design and implementation of innovative IT solutions while maintaining compliance with security standards to support organizational success.

A snapshot of what you will be doing here

- **Infrastructure Management**: Manage daily operations of the support team, resolving escalated issues and ensuring timely resolution.

- **Expert Technical Support**: Provide advanced Level 3 support for complex infrastructure and security incidents, guiding troubleshooting efforts.

- **Infrastructure Optimization:** Maintain, configure, and enhance network, server, workplace, and security platforms for operational excellence.

- **Security Management:** Implement and monitor measures to defend against cyber threats, ensure endpoint protection, and manage access control, data security, and incident response.

- **Policy & Compliance:** Enforce ITSM procedures to meet regulatory standards (e.g., GDPR, NIS 2, NIST CSF 2.0).

- **Incident Resolution:** Act as the escalation point for major incidents, driving timely resolutions and leading root cause analysis to prevent recurrence.

- **Collaboration:** Coordinate with internal teams, vendors, and stakeholders to enhance support and drive improvements.

- **Process Enhancement:** Identify and implement process improvements, leveraging automation to boost efficiency and scalability.

- **Documentation:** Maintain detailed records of configurations, processes, and best practices while promoting team knowledge sharing.

- **Training & Development:** Deliver technical training and create resources to support continuous learning and effective knowledge transfer.

We are looking for an individual who:

- Has a Bachelor's degree in Information Technology, Computer Science, Cybersecurity, or a related field (or equivalent work experience).

- With a minimum of 10 years of experience in IT infrastructure and/or security, with at least 2 years in a Lead supervisory capacity. It important to have proven experience in managing networks, systems, and security platforms in complex environments.

- Has following technical skills:
  - Microsoft technologies, client-server architectures, network and cloud infrastructures (MS Azure).
  - Firewalls, load balancers, and SD-WAN solutions.
  - Security platforms (e.g., Microsoft Defender, Checkpoint) and SIEM tools (e.g., Splunk, Sentinel).
  - Privileged Access Management (PAM) solutions.
  - Compliance standards such as ISO 27001, GDPR, and NIST frameworks.
- Certifications such as CCNA, CCNP, OSCP, CISSP or other relevant credentials in networking, security, or cloud technologies are highly desirable but not mandatory.
- Excellent troubleshooting skills with a systematic approach to issue resolution.
- Strong communication skills, capable of explaining technical issues to both technical and non-technical stakeholders.

❤ **We think you will love working with us**

- You will work with a top international team, headquartered in Belgium.
- We operate with streamlined decision-making processes, placing our employees at the core of the company's success and embodying our company values (integrity, open-mindedness, accountability, passion).
- At TCR, we strongly believe in fostering entrepreneurship among our people.
- You'll have the opportunity to drive change and contribute to our mission of sustainability in aviation.
- Since 1999, we have been pioneers in promoting sustainability within the aviation industry.
- We organize enjoyable team activities such as golf initiation courses, darts tournaments, 'dog at the office' days, and we love our drinks on Thursdays.
- You'll also enjoy 30 days of holidays to maintain that perfect work-life balance

Our company

At TCR Group, we're dedicated to revolutionizing the aviation industry by providing integrated solutions for Ground Support Equipment (GSE). Our comprehensive offerings include GSE rental, leasing, and maintenance services. With our headquarters located near Brussels and a team of approximately 1700 employees, we boast a global operational presence spanning over 200 airports across America, Europe, Asia Pacific, and the Middle East. Our relentless commitment to excellence has established us as a trusted partner for our customers worldwide.

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

If you are passionate about infrastructure and security, enjoy sharing your knowledge and expertise, and are ready to make an impact, then we invite you to apply for this amazing job.

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