SUPPORT ENGINEER

If you're a first & second line support engineer who dreams of working in an international team and have a real sense of internal customer service, join us!

More people around the world participate in athletics than any other sport on the planet. World Athletics is the international governing body for the sport of athletics that includes track, field and road events. It includes six continental federations and 214 national federations, each a member of World Athletics.

World Athletics organises leading athletics competitions worldwide including a number of World Athletics Series (WAS) events and our flagship biennial World Athletics Championships. It also administers one-day meeting circuits such as the World Indoor Tour, Continental Tour, Wanda Diamond League and Road Race Label events.

World Athletics is based in **Monaco**, has a staff of 97 representing 31 different nationalities. Lord Sebastian Coe was elected World Athletics President in August 2015 and re-elected in 2019. He has instigated a period of high-profile organisational transformation and modernisation, as well as wide-spread reforms across the sport globally.

World Athletics' vision is "**to use the power and accessibility of athletics and our athletes to create a healthier and fitter world**", which gives a true purpose to all people working in the Association. We also aim at developing the whole sport – from playground and parks to Olympic Podiums.

General overview of the position:

- Support and operate the World Athletics Office 365 environment as well as its underlying network infrastructure.
- End user support for the HQ staff working on site and remotely.
- Run processes and standards around security, IT operations, staff on boarding and off boarding.
- Liaison with infrastructure vendors to ensure smooth and efficient service for users and business applications.

Key responsibilities:

- Provide end-user support for Microsoft Windows and Office365 (Word, Excel, PowerPoint, and Teams) to World Athletics staff
- Provide end user training on collaboration tooling
- Help manage the end-user laptops and mobile phones
- Help manage user accounts and permissions across the Office365 and local Microsoft Windows environment
- Help maintain the IT asset inventory system
- Work with the IT team, cloud vendors, partners and cybersecurity providers to ensure smooth operations of the infrastructure.
- Participate to day to day IT support activity aiming at service excellence in terms of efficiency and quality of the solutions implemented.

- Run agreed processes to meet business and security compliance. Provide evidence for security audits.
- Identify inefficiencies and make suggestions for process improvements.
- Focus on teamwork and readily share information with others
- Actively seek customer input and take responsibility for customer situations

Skills and experience required:

- Minimum 3 year experience working in an office 365 cloud base environment.
- A good understanding of Microsoft Office applications and Windows operating systems
- A good understanding of computer hardware and networking
- The ability to work independently and be proactive in solving problems
- Effective time management and strong organizational skills
- Administration of Microsoft environment and Office 365 / AzureAD
- A strong understanding of cloud infrastructure (AWS, AZURE) and virtualization
- (VMware)
- Excellent understanding of network, data and application security concepts in a
- Microsoft environment.
- English fluent, French is a plus.

How to apply

World Athletics is an equal opportunity employer and strongly encourages applications from suitably qualified and eligible candidates regardless of gender, ethnicity, disability, age, sexual orientation, gender identity, religion or belief.

To apply candidates should send the following in English to emploi@worldathletics.org before 9 February 2024.

- Letter of application highlighting your interest in the post and your relevant experience
- Up to date curriculum vitae
- Details of current remuneration
- Names and contact details for three referees (referees will not be contacted until final interview stage)