

Vacancy IT Officer



Vacancy IT Officer, 12 April 2024

ABOUT EIT CULTURE & CREATIVITY

EIT Innovation Communities are designed as pan-European partnerships that bring together business, research centres and universities with the aim to tackle global challenges Europe faces, e.g. in Climate, Raw Materials, Urban Mobility or Manufacturing. For more please visit www.eit.europa.eu. The European Institute of Innovation and Technology (EIT) launched 2023 the building of the Innovation Community for the Cultural and Creative Sectors and Industries (CCSI), called EIT Culture & Creativity.

EIT Culture & Creativity's **mission** is to provide interventions to CCSI and sector-specific challenges in education, innovation and business creation and foster interdisciplinary and cross-sector collaboration. In this way, EIT Culture and Creativity unlocks the innovative potential of its fragmented ecosystem, contributing to Europe's triple transition and accelerating competitive and resilient cultural and creative entrepreneurship. We will focus on the following priority areas, each having its unique challenges and a need for intervention while representing a significant share of the EU CCSI workforce and revenue: Architecture, Audiovisual, Cultural Heritage, Gaming and Fashion.

To represent the diversity of the CCSI stakeholders, from profit to non-for-profit organizations, EIT Culture & Creativity set up a two-strand governance under German law: A non profit association (EIT CCSI e.V.) and a Limited Company (EIT Culture & Creativity GmbH), both legally registered in Cologne.

EIT Culture and Creativity GmbH (EIT CC) is funded in the first years by grants of the EIT, while the EIT CCSI e.V. receives membership fees from its partners to provide, under German law tax exempt, services for the CCSI ecosystem. However, EIT Culture & Creativity GmbH aims to become financially sustainable and independent from public grants or membership fees over the course of 15 years. It develops in the mid-term a portfolio of income streams from services to business and organizations in the CCSI. In the long-term EIT Culture and Creativity GmbH aims to be financial sustainable by returns from investments and equity. It aims to build a portfolio of shareholdings of approx. 15 MEUR by 2027.

For more please visit www.eit-culture-creativity.eu

Are you up for this challenge?

SPECIFICATIONS OF THE IT OFFICER POSITION

EIT Culture & Creativity is looking for a highly motivated IT Officer to join our growing organisation. The ideal candidate will be supporting all IT and technological advancements, ensuring compliance with relevant industry standards and regulations. This role requires a candidate with a strong background and experience in implementing Microsoft 365.

RESPONSIBILITIES

- Technical Support: Provide technical support to end-users for hardware, software, and network-related issues. Troubleshoot and resolve problems in a timely manner to minimize downtime.
- Network Management: Maintain and administer computer networks and related computing environments, including systems software, applications software, hardware, and configurations.
- System Maintenance: Perform routine maintenance tasks such as installing patches, updates, and antivirus software to ensure the security and functionality of systems.

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- Data Management: Manage and maintain data backup and recovery solutions to safeguard against data loss and ensure business continuity.
- User Training: Conduct training sessions or workshops to educate users on basic computer skills, software applications, and IT security best practices.
- Documentation: Create and maintain technical documentation, including network diagrams, system configurations, and user manuals.
- Vendor Management: Coordinate with external vendors and service providers to procure IT equipment, software licenses, and support services as needed.
- IT Security: Support and implement IT security policies and procedures to protect the organization's data and infrastructure from security threats and vulnerabilities.
- Project Management: Assist in the planning, execution, and management of IT projects, such as system upgrades, migrations, and deployments.
- Monitoring and Reporting: Monitor system performance, network traffic, and security events to identify issues and trends. Generate reports and analyze data to support decision-making and improve IT operations.
- Monitor APIs and data sharing among applications in IT infrastructure to ensure compatibility and operational continuity after vendor upgrades and other events.

REQUIREMENTS

- Degree in information technology, computer science or related field.
- At least 3 years of experience in IT.
- Certifications such as CompTIA A+, Network+, Security+, or Microsoft Certified Systems Administrator (MCSA) are advantageous
- Demonstrate highly collaborative mindset and approach to project implementation.
- Experience with cloud computing, network security and data management.
- Excellent analytical and problem solving skills coupled with an innovative mindset.
- Prior experience or ability to manage a complex IT environment which includes Oracle NetSuite, Microsoft 365, Microsoft Azure and other applications necessary to deliver EIT Culture & Creativity's mission.

WHAT WE OFFER

- an attractive and competitive payment.
- fast and flat processes, straight internal communication, low hierarchies, and freedom to operate.
- a transparent organisation within a dynamic and friendly team at modern and well-located office facilities.
- making an impact for the digital and environmental transition of the Cultural and Creative Sectors and Industries in Europe, especially its 1,2 Mio companies.

LOCATION

The position is based in the EIT Culture & Creativity head office in Cologne (Germany). Remote work is possible according to the company policy (e.g. at least 3 days present in HQ office). Extensive travel availability is possible, but not the rule.

By the closing date of this call candidates must have a working permit valid to work in Germany.

DIVERSITY & INCLUSION

EIT Culture & Creativity aspires to be an equitable and inclusive community. We nurture an open culture, where everyone is supported to fulfil their potential. We see inclusivity of talent as the basis of our success, and the diversity

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of perspectives and people as a highly valued outcome. EIT Culture & Creativity provides equal opportunities to all employees and applicants regardless of gender identity or expression, sexual orientation, religion, ethnicity, age, neurodiversity, functional impairment, citizenship, or any other aspect which makes them unique. We look forward to welcoming you to our community.

SELECTION PROCESS

A Selection Committee of experts will be appointed to carry out the evaluation of applications submitted. Please note that the Selection Committee's internal proceedings are strictly confidential for avoiding conflicts of interest.

Shortlisted candidates are invited to virtual interviews in the first round and to a personal interview in the next round at EIT Culture & Creativity with the Selection Committee. Candidates may be asked to provide proof of qualifications, background, skills, and experiences by providing relevant documents.

Candidates can be also invited for interviews on other now or formerly open job vacancies of the EIT Culture & Creativity.

PRIVACY NOTE

Data protection is secured according to the EU General Data Protection Regulation GDPR (Directive 95/46/EC)

The applications will be stored by EIT Culture & Creativity online, and will only be shared with individuals involved in the selection process.

Applicants can be contacted by EIT Culture & Creativity and/or applications can be considered for other job vacancies published by EIT Culture & Creativity.

CONFLICT OF INTEREST

In case of potential conflict of interest, the applicant as well as members of the Selection Committee are obliged to announce this circumstance immediately, latest at the beginning of the interview. The member of the Selection Committee affected must then abstain from interviewing and voting on the respective candidate.

APPLICATION PROCESS AND ADDITIONAL INFORMATION

A complete application should consist of

- I. Europass Curriculum Vitae
- II. a motivation letter describing briefly how you meet the criteria outlined and your vision for the role (no longer than 2 DIN-A4 pages)

The application should be sent via e-mail to: [hiring@eit-culture-creativity.eu](mailto: hiring@eit-culture-creativity.eu) with subject header "IT Officer HR 2024"

Format: CV and motivational letter in two separate files.

File name: Name the files according to the model "EITCC_IT Officer_ surname_name_CV" and "EITCC_IT Officer_

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surname_name_ML". For example, Maria Novak would name the file, EITCC_IT Officer_Novak_Maria_CV or ML.

Important: the application should be written in English. Only complete applications will be evaluated (full curriculum vitae and motivation letter, in two separated files).

The job vacancy will be open until 03 May 2024 at 10:00 am (CET).

Expected starting date: 20 May – 30 August 2024

For questions regarding the application process, please contact [hiring@eit-culture-creativity.eu](mailto: hiring@eit-culture-creativity.eu)

Would you like to learn more about the EIT Culture & Creativity, visit www.eit-culture-creativity.eu.

Disclaimer

The document, dated 12 April 2024, might be subject to change; all changes will be made visible in future versions.