



Approved by the Board via written procedure No 6/2018

CA 26/2018

**Vacancy notice for the post of application/user support assistant
for APEEE, Brussels III — Ixelles
(temporary part-time 20 hrs/week with possibility of an extension)**

The Parents' Association of the European School of Brussels III is looking for an application/user support assistant to work in French and English for its IT systems as from 20 August 2018 and for a period of four (4) months (until 20 December 2018). The person will receive in-house training from 20-22 August 2018 and be subject to an initial probation period of one (1) month.

The IT assistant will need to create, update and manage entries on online systems. The Association's IT systems service is located at the European School of Brussels III (Ixelles).

The person will work under the instructions/responsibility of the IT manager and the HR and operations manager and in close collaboration with the members of the Management Board in charge of IT Systems, the APEEE staff as well as with IT service provider(s). The successful candidate will receive a prior in-house training in APEEE IT applications.

Function

The applicant would be required to:

- Follow-up user requests
- Follow-up bug reports
- Follow-up incidents related to information systems operation
- Manage IT-related communication with parents by e-mail, telephone and other electronic means (website, SMS, interactive platforms, etc.)
- Provide support in managing families' and pupils' enrolments

Profile

- At least good knowledge of Content Management Systems (CMS). The IT assistant will need to create, update and manage entries on online CMS
- Good knowledge of ORM systems is desirable
- Proven knowledge in end-user assistance and support of information systems (ITIL desirable)
- Practical knowledge of IT tools (Word, Excel, Outlook, PowerPoint, Access, etc.)
- A qualification (at least 3 years of post-secondary studies) or administrative experience of at least five years
- Capacity to communicate easily, in writing and orally, in English and French. Knowledge of another EU language would be an advantage
- Knowledge of wikis, collaborative sites and social networks



- Capability of integration in an international/multi-cultural environment, capability and experience in working in team
- Conscientious and team worker
- Sense of organisation and rigour
- At ease in personal contacts with both students and their parents
- Patient and flexible
- Able to work under time pressure and handle urgent situations
- Dynamic and motivated
- Discrete and committed

Conditions

We offer:

- A 4-month fixed part-time contract of 20 hrs per week with the possibility of an extension
- A varied and dynamic job in an international environment
- The salary will be related to the experience and profile of the candidate selected.

Deadline for applications: Tuesday, 10 July 2018

Applicants must send their CV and motivation letter to the e-mail address: info@apeeeb3.be