



Job description | IT Support Engineer

Elicio SA, part of the Nethys group, is a major Belgian renewable energy company. Elicio is focused on the development, engineering, financing, construction and operation of wind energy power plants. The group currently has over 630MW operational capacity across Belgium, France and Serbia, and holds an important development pipeline in multiple European countries. Moreover, Elicio is an important player in the offshore wind industry as a shareholder in operational projects in the Belgian North Sea and a developer of two concessions in France and Scotland.

To support our IT department and ensure smooth daily operations, we are looking for an IT Support Engineer who will provide IT support to our employees and assist in maintaining our IT infrastructure.

Profile

As an IT Support Engineer, you will be the first point of contact for our end-users at headquarters and remote locations. You will handle IT requests face-to-face, via calls, or remotely, ensuring fast and effective solutions. You will also participate in IT projects, support system rollouts, and coordinate with IT suppliers when needed.

Main tasks and responsibilities

- Providing first-line IT support to employees, both on-site and remotely.
- Troubleshooting network issues, including WiFi and VPN connectivity.
- Supporting hardware and software installations, updates, and maintenance.
- User provisioning and account management within Microsoft Active Directory and Entra/InTune.
- Logging, tracking, and dispatching tickets via the IT ticket system.
- Creating and updating internal documentation and manuals.
- Participating in IT projects and assisting with implementations.
- Coordinating with IT suppliers and external service providers when required.

Qualifications & key competencies

- Bachelor's degree in IT, Computer Science, or a related field, or an equivalent combination of education and experience.
- Proven experience in first-line IT support or helpdesk roles.
- Solid technical knowledge of Microsoft Entra/InTune, Active Directory, Windows, O365, SharePoint.
- Basic network troubleshooting skills, including WiFi and VPN; knowledge of firewall configuration is a plus.
- Familiarity with computer hardware troubleshooting.
- Languages: fluent in Dutch and English; good understanding of French.
- Strong service-oriented mindset, analytical skills, and a desire to help people.
- Curious, eager to learn, solution-driven, well-organized, and able to work independently and in team.



Offer & Contact

You'll join an ambitious and forward-thinking team that combines initiative, collaboration and innovation to deliver lasting impact in Europe's energy transition.

We provide a permanent contract with competitive compensation and a wide range of extralegal benefits.

Convince us of your skills by sending us a letter of application with your CV to hr@elicio.be with reference to the vacancy 'IT Support Engineer'.