

# Technical and User Support Officer

## SELFIE-TechnicalSupportOfficer-2025

[European Schoolnet](#) is looking for a versatile and structured Technical and User Support Officer to join our dynamic team working on the [SELFIE Project](#) (Self-reflection on Effective Learning by Fostering Innovation through Education technologies). The role will be centred on supporting users, handling support tickets, monitoring issue resolution, gathering and analysing feedback, documenting user stories, and contributing to the identification and reporting of bugs. It represents an excellent opportunity to work in an international environment, collaborating with colleagues and partners across Europe.

## Main tasks

Reporting to the project's Platform Coordinator, the successful candidate will:

- Provide first-line technical support to users via helpdesk ticketing systems ensuring timely and effective responses.
- Investigate technical issues reported by end-users and the project's network of collaborators.
- Contribute to technical release testing of platform features and reporting about them.
- Report complex incidents to the platform development manager.
- Support the team in reviewing user stories based on feedback and needs.
- Maintain accurate documentation (FAQs, troubleshooting guides, release notes).
- Contribute to the improvement of user experience through proactive feedback collection.

## Profile and skills

The ideal candidate should have:

- At least a **bachelor's degree** in a relevant field (e.g. IT, Computer Science, ...).
- **A professional proficiency of English**, both spoken and written and strong communication skills.
- **Strong problem-solving skills, a customer oriented and pro-active approach** to assigned tasks.
- Ability to **(re)organise your priorities/daily tasks** based on requests from end-users and colleagues.
- **Excellent communication skills**, with the ability to explain technical issues in simple terms.
- Organised, detail-oriented, and able to **manage multiple requests simultaneously**.

- Familiarity with HTML.
- **Familiarity with bug-tracking tools** (e.g. Jira, GitLab, Trello) is a plus.
- **Experience with Content Management Systems**

## Useful information

- **Deadline for applications:** until the position is filled.
- **Duration of contract:** 12-month CDD (Contract Duration Déterminée – a fixed-term contract) according to Belgian standard conditions (**renewable or leading to a CDI if mutually agreed**). Full time from Monday to Friday (possibility to choose between **38 or 40 hours / week**).
- **Benefits:** teleworking allowance and IT equipment, partial reimbursement of commuting costs, salary in line with experience and qualifications, meal vouchers, corporate DKV hospitalisation insurance.
- **Location:** European Schoolnet, Rue de Treves, 61, Brussels, Belgium. The position requires living in Belgium.

## How to apply

Please send your **CV** and **motivation letter in English**, as one single file to [jobs@eun.org](mailto:jobs@eun.org). The motivation letter should show how your background and interests fit the tasks planned for this position.

- Make sure to include the *Vacancy Reference* in the subject of the email (Ref: SELFIE-TechnicalSupportOfficer-2025)
- The file should be named: LASTNAME FirstName – Ref: SELFIE-TechnicalSupportOfficer-2025.

### PLEASE NOTE:

- Interviews will take place as soon as possible in presence or at distance.
- Due to the volume of applications, only pre-selected candidates will be notified.

## About European Schoolnet

[European Schoolnet](https://www.eun.org/) is the network of 34 European Ministries of Education, based in Brussels. As a non-profit organisation, we aim to bring innovation in teaching and learning to our key stakeholders: Ministries of Education, schools, teachers, researchers, and industry partners. Since its founding in 1997, European Schoolnet has used its links with education ministries to help schools make effective use of educational technologies, equipping both teachers and pupils with the skills to achieve in the knowledge society. We pledge to support schools in achieving effective use of ICT in teaching and learning; improve and raise the quality of education in Europe; promote the European dimension in education.





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