POSITION DESCRIPTION
System & Network Engineer

Business Unit:
CSP Zeebrugge Terminal

Division or Section:
CSP Zeebrugge Terminal, IT

Reports to:
IT Manager

PURPOSE:
Responsible for
➢ Managing and supporting the company's IT infrastructure, ensuring continuous, reliable, and secure operation of hardware, software and networks.
➢ Optimizing operational and IT efficiency by delivering sustainable and accessible IT solutions.
➢ Monitoring, multi-tier technical support (first-, second-, and third line), equipment lifecycle management and implementation of cybersecurity best practices.

PRINCIPLE ACCOUNTABILITIES

NETWORK & SYSTEM ADMINISTRATION
➢ Configure, install, and maintain IT infrastructure (e.g., servers, routers, switches).
➢ Ensure secure and efficient integration between IT and OT networks, ensuring proper communication while maintaining strict security protocols.
➢ Perform regular system updates, including software patching, for IT systems to maintain optimal performance and security.
➢ Administer network security across IT and OT environments, managing firewall configurations, setting user permissions, and enforcing security protocols.

CYBERSECURITY & COMPLIANCE
➢ Implement and enforce cybersecurity measures across IT systems, including regular patching, vulnerability assessments, and system hardening.
➢ Develop and maintain security policies that cover IT environments, ensuring compliance with regulatory standards and protection from potential threats.
➢ Manage access control, intrusion detection, and network segmentation to safeguard both IT and OT assets.
➢ Assist with disaster recovery planning, including data backups and failover strategies for both IT and OT systems.

IT SUPPORT
➢ Provide first, second, and third-line support for IT infrastructure, addressing issues with hardware, software, networking, and control systems.
➢ Utilize the company's ticketing system to track, prioritize, and resolve technical support issues in a timely manner, ensuring minimal downtime for users in IT environments.
➢ Troubleshoot and resolve system errors across IT systems (e.g., servers, networks, workstations).
➢ Guide users through diagnostics and troubleshooting steps, documenting solutions and outcomes for knowledge sharing.
➢ Work across both IT and OT systems, providing consistent technical support and ensuring the stability of both environments.

POSITION DESCRIPTION

REPORTING & SCOPE:

Direct reports to this position:

➢ None

External contacts:

➢ Contractors or business partners where the relationship is normally restricted to information sharing.

➢ This position reports to the IT Manager

CRITICAL QUALIFICATIONS/SKILLS

➢ Degree in Information Technology, Computer Science, Engineering, or a related field, or equivalent work experience.

➢ Proven experience in IT support, system administration and network management.

➢ Solid understanding of network configurations, including IT (LAN, WAN, switches, routers).

➢ Experience with proactive monitoring tools and ticketing systems, and the ability to manage complex troubleshooting tasks across all IT domains.

➢ Excellent documentation skills, with experience creating SOPs, technical documentation, and troubleshooting guides in a centralized tool.

➢ Ability to work on multiple projects simultaneously and manage priorities in a fast-paced, continuously changing environment.

➢ High attention to detail and accuracy in maintaining system performance and resolving issues.

➢ Knowledge of the following is an **asset**:

  o Knowledge of recent operating systems such as **Windows, Windows Server, and Red Hat Linux**.

  o Familiarity with **database management**, clustering, and standalone systems such as **Oracle** and **MS SQL**.

  o Experience with **Cisco configuration via SSH** and **HP Aruba switches via ArubaCentral**.

  o Knowledge of cloud platforms and tools like **Active Directory, Microsoft 365**, **Intune**, **Hyper-V**, and **VMWare**.

  o Background in cybersecurity, including patch management, security policy creation, network segmentation, and data protection.

Position Description approved: Date:

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Employee -