

IT Servicedesk Officer

Department:
Ecorys Croatia

Location:
Zagreb

Deadline:
06-02-2026

Country:
Croatia

Ecorys is an international research-based consultancy that helps our clients make a positive impact on society. We are leaders in research and evaluation, project management and communications providing the evidence and advice that our clients need to tackle the issues that affect communities around the world. Our 600 staff are justifiably proud of our innovative and thought-provoking contributions to public policy and programme delivery. We are passionate about reducing our environmental impact and having a positive social impact. We donate profits to our charity of the year, organise volunteering days and are committed to being carbon neutral by 2029.

The Role

We are seeking a **Global IT Servicedesk Officer** to join our Global IT Servicedesk team. In this role, you will be the first point of contact for Ecorys colleagues worldwide, providing high-quality 1st line technical support and ensuring a smooth and reliable IT experience across our organisation. You will support our global estate of laptops, smartphones, meeting room technology and peripherals, as well as advise users on Ecorys-managed software applications. The role also plays a key part in onboarding new colleagues **and** maintaining accurate IT asset records. The role can be based from our offices in Brussels, Warsaw, Sofia, Madrid, Croatia and Rotterdam. Please specify you preferred location within your application.

Key Responsibilities

- Monitor the Ecorys Global Servicedesk tool and respond to user queries in a timely and professional manner, escalating 2nd and 3rd line issues where required
- Provide 1st line support for our global fleet of Windows 11 laptops using Ecorys remote management tools
- Support the onboarding of new colleagues by ensuring laptops, smartphones and peripherals are deployed on time, and that user accounts are created and configured according to role
- Liaise with hardware and software vendors regarding warranty repairs and replacements
- Maintain and update IT asset registers, including hardware, software and licences
- Manage end-user security permissions within Microsoft 365
- Support and manage the Ecorys smartphone fleet (Android and iOS)
- Occasionally travel to Ecorys offices in the UK and EU to provide in-person support

What we will need from you

- Minimum 3 years' experience working in a Microsoft Windows helpdesk environment (remote and in-person support)
- Minimum 3 years' experience with account creation and management tools such as Active Directory, Azure AD or Microsoft Entra
- Experience with Microsoft Intune is desirable
- Experience with Microsoft SharePoint Online is desirable
- Fluent in English, with strong verbal and written communication skills

Our offer

- An international organisation with highly motivated staff
- An organisation motivated to work on key societal challenges
- A large degree of freedom and flexibility
- An organisation that welcomes new ideas
- A salary based on your background and experience
- We are employee owned and offer the opportunity to buy company shares
- Annual leave days and possibility to buy and sell leave days
- A hybrid working policy with flexibility to work from home and from elsewhere

How to apply

We encourage interested and qualified candidates to submit their CV and motivation letter in English via our online application form by 5pm on Friday 6th February. Early applications are encouraged and reviewed daily.

Only candidates who meet the essential requirements will be shortlisted. Short-listing also depends on a tailored cover letter that outlines how you meet these requirements.

If you would like to find out more about this opportunity and our company, please visit our website: <https://www.ecorys.com>

