

JOB VACANCY: IT SUPPORT OFFICER

Location: Ideally Prague or Brussels, but open to applicants across Europe (hybrid/remote with occasional travel)

Contract: Open-ended, 0,8 FTE

Application deadline: 1 November 2025 (rolling interviews – position may close earlier)

Start date: As soon as possible

The role

We are looking for an **IT Support Officer (ITSO)** to join our Secretariat and strengthen our Information Systems Unit (ISU, a working group).

Working under the supervision of our **IT Application Officer (ITAO)**, you will provide functional maintenance, incident management, and technical support to AIB Members. Over time, you will grow into the role of substituting the ITAO.

As the **AIB Hub Super User**, you will manage configurations, troubleshoot issues, and act as a first-line contact for Members and IT suppliers, ensuring smooth and secure system operation.

This is a service-oriented role in a small Secretariat. It combines **technical expertise** with **administrative discipline**: while you will work on audits, dispute resolution and system support, the role also includes repetitive but essential coordination tasks.

About AIB

The **Association of Issuing Bodies (AIB)** is a European non-profit organisation responsible for the certification of energy attributes. Our members are mostly government-appointed organisations that operate national systems for energy tracking across all carriers (electricity, gas) and technologies. We manage the standardised **European Energy Certificate System (EECS)** and operate the **AIB Hub**, a central IT platform that enables international transfers of energy certificates **between national registries**, that processes data and collects statistics. AIB works to harmonise rules and practices, provides quality assurance for energy certificate systems in Europe, and fosters cooperation between issuing bodies, disclosure bodies, market participants, and other stakeholders.

Key responsibilities

- Handle incidents and requests from Members (via JIRA Service Desk and email).
- Conduct technical audits on Members' IT systems and prepare reports.
- Resolve and mediate technical disputes between Members and IT suppliers.
- Maintain and develop technical documentation, manuals, and knowledge base content.
- Act as admin user for the AIB Hub and MS Databricks.
- Support system development projects by gathering and clarifying requirements.
- Contribute to agile release management and process improvements.
- Participate in working group activities and gradually substitute ITAO.

Requirements

Essential

- Full professional proficiency in English (C1 writing, B2+ speaking).

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- At least 3 years' experience in functional IT system support, including customer-facing work.
 - At least 1 year producing technical documentation (manuals, guides, videos, specifications). Applicants must provide examples.
 - Strong problem-solving, analytical, and prioritisation skills.
 - Excellent communication skills, with the ability to mediate between technical and non-technical stakeholders.
 - Two external client references.
 - Demonstrated ability to securely use Large Language Models (LLMs) in a professional context (tested during selection).
 - EU work permit.

Desirable

- Experience with software development projects.
- Experience in energy certification or compliance-driven IT environments.
- Familiarity with JIRA Service Desk and MS Databricks (or equivalent).
- Broader experience in the energy sector.

What AIB offers you

- A role in a **small, dynamic, international team** at the forefront of Europe's renewable energy market.
- Opportunity for **professional growth** in a mission-driven environment.
- Flexibility and a good work-life balance.
- Competitive salary, depending on experience.
- Hybrid work with occasional travel.

Who can apply?

- Residents of the EU, EFTA or Energy Community countries.
- **EU work permit required.**
- Location is ideally Prague or Brussels, but applicants from elsewhere in Europe are welcome.
- Hybrid/remote working with occasional travel required.
- If relocation is desired, any moving costs must be covered by the candidate.

How to apply?

Please send the following to **applications@aib-net.org** with reference "IT Support Officer":

- CV (max. 2 pages)
- Motivation letter (max. 1 page)
- Two reference contacts

Deadline: 1 November 2025

Interviews: held on a rolling basis – early applications encouraged.