

**Carhartt is the original US workwear brand that has been creating high quality workwear since 1889 to serve and protect hardworking people. Our products are robust and excel in durability, comfort, functionality, fit and styling. Customers and craftsmen appreciate our products and have often been fan of our legendary American brand for many years. Our products can be used for many (professional, crafts and active outdoor) activities and can be worn during and after work.**

**For our IT & Facilities team at Carhartt EMEA/PAC, we are now looking for a new team member:**

## **Cloud & Endpoint Engineer**

The primary responsibilities for this position are to ensure the continuity and functionality of the (global) IT infrastructure and to provide help desk support to the Carhartt EMEA/PAC users. This position resolves issues in a timely manner, contributes to departmental projects and provides an efficient channel of communication between users and IT. This position combines local tasks and responsibilities with participation in global initiatives and services.

The Cloud & Endpoint Engineer will collaborate actively with the global (US based) IT team and works closely with the IT System Administrator and other members of the EMEA IT team. Due to the nature of the position, the role regularly collaborates with team members from other EMEA teams.

### **Some of your duties and responsibilities will be:**

- Responsible for continuity and optimal functionality in all IT systems and infrastructure.
- Solve device, application, and connectivity issues and incidents, performs troubleshooting tasks.
- Identifies and records incidents gathering all necessary information to understand and register problems or requests.
- Configure, deploy, and maintain laptops, desktops, and mobile devices.
- Prepares hardware for use by (new) associates; handles access from users to the systems.
- Monitors the tickets mailbox (Carhartt ServiceNow), handling incoming incidents requests and questions, providing (user) support in the office environment (desktops, laptops etc.) and for systems and applications.
- Is in daily/weekly contact with the Carhartt US IT team regarding systems maintenance and issues.
- Enters EMEA issues, questions and events into ServiceNow (IT self-service portal), assigns to the correct level of support.
- Perform system upgrades and migrations in support of business operations.
- Assists company users with the use of applications such as Office365, Teams, SharePoint, Outlook, Excel, RingCentral (telephony) etc.
- Provides follow-up for users with status update and/or resolution/completion updates.

- Enforce endpoint security policies (BitLocker, Defender, Conditional Access).
- Monitor and respond to security incidents related to endpoints and cloud services.
- Ensure compliance with internal and external regulations.
- Collaborate with helpdesk and infrastructure teams.
- Support Active Directory and Group Policy configurations.
- Design and implement scalable Microsoft Intune solutions to enhance device management and security across diverse platforms, ensuring compliance with organizational policies.
- Maintain and upgrade Windows Server environments.
- Participate in Cloud Improvements.
- Support Carhartt VDI environment in Azure.
- Design and implement scalable Microsoft Intune solutions to enhance device management and security across diverse platforms, ensuring compliance with organizational policies.
- Analyze reoccurring problems, research and recommend solutions, and assist in implementation of system resolutions to reduce the reoccurrence of IT problems.
- Work with the incident management team to prioritize escalated incidents and restore normal service quickly to all system interruptions and reduce/eliminate any adverse impact on the business.
- Work with the cyber security team to identify security gaps and harden systems against threats.
- Contributes to short-term and long-term departmental projects, in support of the Sr. Manager IT & Facilities.

#### **USP/competencies**

- Understands the key role of the department and related sense of urgency; works well under pressure and can conduct himself accordingly. Demonstrates professionalism and remains focused on the issue at hand.
- Maintain positive relationships with team members, Carhartt associates, customers, and vendors

#### **What do you bring to the table?**

- Bachelor Informatics or comparable study or related years of practical experience.
- Minimally 3-5 years of working experience in a related (IT) environment and/or team with comparable tasks and responsibilities, preferably in an international working environment.
- Experience with Intune and Azure.
- Knowledge of Microsoft applications (Office 365, Excel).
- Multi-tasking abilities.
- Strong diagnostic skills.
- Strong verbal and written communication skills (English); strong customer service skills.
- Ability to handle stressful situations in a composed and professional manner.
- Excellent level of (business) English required in view of daily/weekly contacts with IT teams Carhartt US.
- Willing to sometimes work in a different schedule for meetings with the US IT team as well as weekends/evenings for testing purposes.

**What do we have to offer?**

Carhartt is a family-owned company for 135 years now and stands for transparency, honesty, authenticity, and respect. The Carhartt EMEA/PAC team currently consists of around 80 associates. We offer a 37-hour week, a hybrid way of working, a strong employee benefits package, 25 leave days per year. We supply you with home office equipment in case you would like to work from home for part of the (hybrid) workweek. Finally, we have a great EMEA team that we would like you to join in our beautiful office in Amsterdam-Oost!

**Application process**

We will (only) contact candidates with a suitable background (see entry requirements) and potential match for this role who live in the greater Amsterdam area. Please apply with your CV (Resume) and motivational letter. The first interview will be online (via Teams), the second interview will take place at our office.

**Interested? We would like to hear from you!**

Please apply via LinkedIn Recruiter: vacancy Cloud & Endpoint Engineer.