

**Job Title IT Infrastructure Manager**

<b>Organisation</b>	<b>Challenge Airlines BE</b>
<b>Reports to</b>	CIO
<b>Location</b>	Liège, Belgium
<b>Position Code</b>	CHG104
<b>Job Purpose</b>	<p>The purpose of the IT Infrastructure Manager role is to provide daily support for the design, configuration, implementation, and maintenance of systems and technologies, including network infrastructure, storage, backup, virtualization, and cloud/on-premises server platforms. The role ensures proactive operational support for optimal performance through consistent system monitoring to mitigate outages, while leading issue resolution, progress reporting, and coordination with global IT teams.</p> <p>The IT Infrastructure Manager is responsible for prioritizing projects and initiatives based on organizational needs, executing IT projects, and coordinating with local vendors and stakeholders. The role also enforces IT policies and standards while monitoring KPI and SLA performance.</p> <p>In addition, the position involves a coaching and mentoring approach to staff management and close collaboration with both external partners and internal teams.</p>
<b>Responsibilities</b>	<p><b>Operations:</b></p> <ul style="list-style-type: none"> <li>• 24/7 regional ownership of IT Infrastructure operations.</li> <li>• Monitoring, maintenance, and problem resolution for key systems and environments (VMware, Horizon, Windows/Linux Servers, Storage Architecture, Application Delivery).</li> <li>• Lifecycle management of all systems, including hardware/software updates and capacity planning.</li> </ul> <p><b>Team &amp; Vendor Management:</b></p> <ul style="list-style-type: none"> <li>• Mentoring team members and overseeing vendor relationships.</li> <li>• Ensuring proper documentation, processes, and checklists for infrastructure and data center operations.</li> </ul> <p><b>Technical Tasks:</b></p> <ul style="list-style-type: none"> <li>• Installation, configuration, and management of infrastructure systems.</li> <li>• Remote management of servers and optimization of system resources.</li> </ul>

<b>Job Requirements</b>	
<b>Education</b>	Bachelor’s degree in computer science or IT preferred.
<b>Experience, Skills, and Personal Attributes</b>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 5–10 years in IT management with direct people management experience.</li> <li>• 7+ years in IT engineering and mastery in server/data center operations, system management, Active Directory, and hybrid cloud environments (Azure preferred).</li> <li>• Experience in DevOps, orchestration, automation, and digitalization is a strong advantage.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Expertise in ITIL and ISO best practices.</li> <li>• Strong troubleshooting skills and ability to deliver results under constraints.</li> <li>• Experience in managing outsourced vendors and legacy system migrations.</li> </ul> <p><b>Technical Expertise</b></p> <ul style="list-style-type: none"> <li>• Proficiency in Active Directory Services, Azure AD, virtualization, security, backups, system recovery, and hybrid cloud environments.</li> </ul> <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Proven leader with strong interpersonal and influential skills.</li> <li>• Team-oriented, customer-focused, and self-motivated.</li> <li>• Attention to detail, strong communication (written and verbal), and technical understanding.</li> <li>• Willingness to travel occasionally to company locations.</li> </ul>