

The **public institution, Centre de Musiques Amplifiées, Rockhal** is committed to delivering world-class events and creating memorable experiences for both audiences and performers alike. With a diverse range of performances, from international superstars to local talent, we strive to provide a dynamic and seamless environment for everyone.

To support our continued growth and digital transformation, we are currently hiring a permanent

IT Operations Supervisor (m/f)

In this key role, you will ensure the smooth, secure, and innovative operation of all IT systems across the venue, creating reliable, high-performance systems that support thousands of users every day.

Key Responsibilities

- Ensure the stability, reliability, and security of all IT infrastructure and services across the venue.
- Provide responsive technical support to staff, managing helpdesk requests and resolving hardware, software, and connectivity issues.
- Lead and coordinate IT-related projects, including system upgrades, network improvements, and the implementation of new technologies.
- Administer and maintain Office 365, Intune (for MDM), and related cloud services, ensuring smooth integration of digital platforms, including ERP and other business-critical systems.
- Advise management on IT strategy, best practices, and information security to support the venue's operational and strategic goals.
- Monitor and maintain system performance, backups, disaster recovery protocols, and data integrity.
- Ensure compliance with relevant data protection laws and IT security standards.
- Work closely with technical teams and external partners to align IT solutions with wider organizational initiatives and technical requirements.
- Maintain relationships with service providers and oversee the procurement and lifecycle of IT assets.
- Support staff through onboarding, training, and clear guidance on IT tools and security policies.
- Stay informed about industry developments and propose improvements to ensure the venue's IT environment remains robust, scalable, and future-ready.

Profile

- Degree in Information Technology, Computer Science, or a related field (or equivalent practical experience).
- At least 5 years of professional experience in IT infrastructure management, ideally within a live event, cultural, or entertainment environment.
- Proven experience managing macOS, iOS, Office 365, and Intune (MDM), and other cloud platforms.
- Proficient in managing IT networks, servers, hardware, software, and security systems, ensuring both infrastructure stability and application reliability.
- Strong understanding of information and application security practices and the ability to implement and maintain data protection protocols across systems and applications.

- Strong troubleshooting skills with the ability to support users in a dynamic, fast-paced environment.
- Well-organized, proactive, and able to manage multiple priorities independently.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively across departments and with external partners.
- Fluency in the official languages of the country and excellent command of English.

If you're ready to bring your IT expertise to an exciting and culturally vibrant environment, we can't wait to hear from you!

Please send your CV, cover letter, and copies of your diplomas to jobs@rockhal.lu by December 7, 2025.