

Dstny – Atlassian Cloud Specialist

About the role

We are a dynamic organization committed to delivering exceptional service and operational excellence. Our team in Brussels is focused on managing global service operations and leveraging data-driven insights to continuously enhance performance.

The Dstny ICT Team is responsible for all internal application and this includes our complete Atlassian Cloud stack. The use of all Atlassian applications keeps growing within Dstny and therefore we are looking additional help in managing this setup.

Job Overview:

In this multifaceted role, you will be responsible for our complete Atlassian application stack:

- Jira
- Confluence
- Jira Service Management
- Jira Assets
- StatusPage
- OpsGenie
- Loom
- ...

You will work together with our Atlassian Application Owner, the rest of the ICT team and other business units within Dstny to support, manage, improve and govern these Atlassian applications.

Key Responsibilities:

1. Support and Daily operations

- Serve as the administrator of the Atlassian stack, overseeing system configuration, maintenance, and upgrades.
- Collaborate with cross-functional teams to optimize Jira and JSM workflows, ensuring alignment with business requirements.
- Provide training and support to users, helping them maximize the use of the Atlassian stack for project and task management.
- Maintain documentation and ensure best practices are followed for system usage and administration.
- Troubleshoot and resolve issues, coordinating with Atlassian support and our Atlassian partner when necessary.

2. Setup Governance of the Atlassian platform

- Design, create and setup, together with the Atlassian Application Owner, the needed processes to ensure

proper governance of our Atlassian applications

- Ensuring alignment with ITIL best practices when setting up these processes.
- Drive continuous improvement initiatives in operations, identifying and addressing process inefficiencies.
- Foster strong relationships with stakeholders across regions, aligning global service delivery with business objectives.

3. Improve and align the security setup

- Analyse the current security setup of our complete Atlassian landscape
- Define an architecture and plan to improve, simplify and consolidate this setup
- Perform and manage the rollout of the new setup to all projects and spaces
- Work with all stakeholders during this whole process

What we're looking for

- **Experience:** Minimum 5 years in IT service management, with experience in administration, security and governance.
- **Technical Skills:**
 - Advanced knowledge of Atlassian Cloud administration and configuration.
 - Familiarity with ITSM tools, processes, and best practices (ITIL certification preferred).
 - Experience with managing large Atlassian Cloud setups.
- **Soft Skills:**
 - Strong analytical and problem-solving abilities, with a process-oriented mindset.
 - Excellent communication and collaboration skills, with a focus on stakeholder management.
 - Proven ability to manage multiple priorities and work effectively in a global, fast-paced environment.
- **Relevant certifications** will be considered a strong asset. Examples include ITIL or other industry-recognized credentials in service management and IT operations. Additionally, certifications in Atlassian (Jira/JSM) administration or Agile methodologies (e.g., Scrum Master, SAFe) are highly desirable.
- **Languages:** Fluent in English; proficiency in French or Dutch is an advantage.

What you can expect

Our offer

- **Competitive salary**, based on your experience
- **Permanent contract**
- **Electric company car** with charging card or a flexible **mobility budget**
- **Meal vouchers** (€8/day) and **hospitalization insurance**
- **Seniority leave:** up to 4 additional days of leave
- **Flex Income Plan:** tailor your own benefits package using your 13th month budget (additional leave, technology, bicycle, and much more)

Benefits

- A role with real responsibility in a growing company, with excellent opportunities for career development and training
- Flexible working hours and the possibility to **work from home up to 2 days per week**

- A brand-new modern office designed around the wishes of our Destinians
- A friendly atmosphere with regular team-building activities and company events
- Benefits@Work: enjoy exclusive discounts at hundreds of leading brands and retailers
- Fresh soup, fruit, and great coffee every day

Convinced? Don't wait any longer and apply via the form below.

<https://dstny.com/>