
IT SUPPORT – SCHIPHOL

November 2021

Job profile IT Support

DIF Capital Partners profile

DIF Capital Partners (“DIF”) is a leading global private markets fund manager headquartered in Schiphol, the Netherlands. DIF has circa EUR 9.0 billion of assets under management, which it manages on behalf of (international) institutional investors in different funds. The DIF funds are investing in high-quality infrastructure and renewable energy related projects and businesses including public private partnerships, utilities, (renewable) energy, telecom and transportation assets in Europe, the Americas and Australasia. In addition, it is currently launching credit funds targeting the infrastructure debt and private debt markets.

Team profile

The DIF team across 10 offices worldwide consists of over 170 professionals working on a variety of disciplines, mainly fundraising, origination / investments, finance / accounting / reporting, and asset management. DIF’s Amsterdam office has over 75 employees and is located in the World Trade Center (WTC) at Schiphol whereas the other offices are located in Frankfurt, London, Luxembourg, Madrid, New York, Paris, Santiago de Chile, Sydney, and Toronto.

Please visit our website www.dif.eu to read about our history, investments and culture.

Job description

The successful candidate will be working within the IT department with four direct colleagues in a diverse team and will be in charge of first line support. The role includes answering user questions mainly from a shared mailbox, by telephone or walk-ins. Besides this, the successful candidate will be solving system problems, logging and managing Service Requests and maintaining static data. Main systems for support will be Oracle Financials Cloud, Oracle HR, SharePoint Online and eFront.

In this role you are encouraged to improve the processes you are responsible for or are involved in. Within the IT department we are working in a scrum-like way.

The successful candidate will be based at Schiphol. The role will have a global coverage of DIF’s activities.

Qualifications

DIF offers career progression locally and internationally, and takes pride in recruiting the best in class.

Key performance indicators

Characteristics DIF is looking for

- Pro-active worker, hands on mentality
- Excellent analytical and abstract reasoning skills
- Enjoys supporting the business
- Organized and structured way of working
- Being able to communicate with all levels in the organization

Your experience and skills

- Higher professional education in Business Administration, IT, Economics, or related field (though we are not looking for a hard-core IT person)
- Ability to build strong relationships with others and desire to work in a team environment
- Knowledge of databases and IT systems
- 2-4 years of work experience
- Fluent in Dutch, English

Competences

- Customer focus
- Initiative/pro-active
- Systematic/eye for detail
- Good sense of humour
- Teamwork
- Eager to learn and develop

What makes DIF a highly desired place to work

- Excellent team: Working with and learning from high performing people is the best way to enhance your own learning curve. DIF has an open, no-nonsense office culture with an eye for people, where people work hard and take ownership.
 - Inclusive work environment: At DIF we have a diverse, inclusive and inspiring working environment for all employees. We work hard to create a fulfilling working environment enabling personal fulfilment and development. We encourage an inclusive culture where people can be themselves, are valued for their strengths and are empowered to be the best they can be. As a global organisation with an increasingly mobile and flexible workforce, we also support different ways of working offering flexible working arrangements.
 - Strong track record: DIF continues to raise large funds on a regular basis (every 2-3 years). Investors have been convinced of DIF's track record of making excellent investments enabling a high and sustainable rate of return;
 - Remuneration: To attract the best talent DIF offers an attractive remuneration package consisting of a competitive annual salary and performance incentive structure. Human capital is a key asset for DIF and therefore training, mentoring and personal growth and development possibilities are part of the remuneration package.
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