



Site IT Support Technician

Function type: Vast **Location:** Antwerpen
Duration: Long Term **Reference:** 201907713

Description:

Do you have a passion working with end users? Do you enjoy great teamwork and providing an excellent customer experience? Do you have a high professional attitude? Keep on reading!
Our customer relies on us to provide a top notch IT colleague who will have plenty of tasks and responsibilities ahead of him/her.

Let's have a look at your key responsibilities, skills, qualifications and certifications.

Responsibilities:

- Provide PC services such as deployment, repair and upgrades
- End user software services
- SmartHands services
- You'll be talking with plenty of people (backend IT team, Service providers, infrastructure team, you get where we are going with this by now).
- Monitor and update help desk incidents (SLA)
- Training end users at sites for new equipment and software. Don't worry the trainings are well prepared beforehand.
- Ownership of problems / tickets from start to finish (= professionalism)
- You'll drive to remote sites
- Evaluate short and long term impact of decisions
- Ow ! Almost forgot "on-site support" for network, servers, hardware upgrades or projects on site
- There is more, so give me a shout and I'll let you know what they are

Requirements:

Skills :

- Do you have a profound knowledge of Dutch and English? Great!
- Support experience (pc hardware, peripheral, mobile devices, printers and networking)
- Knowledge and understanding of system management services (i.e. Altiris, MS SMS)
- You know how to make a customer satisfied, your customer requires a brilliant experience!
- You see obstacles and find solutions (your superhero quality)
- There is no I in team for you
- You are confident in your way of working

Qualifications + Certifications :

- Bachelors Degree in IT
- ITIL Foundation

- Microsoft certified professional and MCSA Windows 10
- HDI Desktop support technician or CompTIA A+ certification
- CompTIA Network and certification (nice to have)
- Completion of Lenovo Warranty Service Authorization Course
- Microsoft windows operating systems, messaging and e-mail products including Outlook and O365.
- Microsoft AD, remote desktop services and remote assistance tools

So, are you up for this challenge ?

Start: 2019-11-09 23:00:00