

(JUNIOR) IT HELPDESK SUPPORT EMPLOYEE

END-USERS SUPPORT - NETWORK SERVICES - INFRASTRUCTURE INTERNATIONAL SCOPE

POSITION SUMMARY:

- Record and assign calls to IT staff regarding office hardware, office applications (e.g. MS Office, Outlook, MS Visio), telecommunication and Business applications (ERP, CRM, Business Intelligence) at various locations.
- Organize follow up and analyses of the recorded incidents.
- Manage the account requests of the various applications.
- Assist users with malfunction and/or installations.
- Make a first diagnose with end-users and resolve directly some of the problems recorded.

KEY AREA OF RESPONSIBILITY:

Under general supervision of the IT Manager, you will:

- Record user applications problems and assign to appropriate person;
- Organize the follow-up of the recorded incidents;
- Ensure appropriate feedback has been given to end-users;
- Provide assistance to users in the installation and servicing of office systems at the locations;
- May provide one-on-one training and guidance in the proper use of equipment and/or related applications;
- Administer security procedures;
- Interface with users in the administration of access and password control;
- Establish and maintain IT documentation, provide assistance in maintaining listing (software and license information, IT equipment);
- Ensure that problem reported is expressed clearly by user or key user
- Resolve some of the problems recorded;
- Participate in continuous improvement projects.

IDEAL PROFILE (m/f):

Education / Experience :

- High School or Bachelor diploma.
- Experience in IT support, ideally a first experience in a similar type of position.
- Familiar with MS Operating system (Win XP / Win 7) and Microsoft office applications.
- Familiar with computer technology. Business knowledge is an advantage.

Languages:

- Fluent practice of Dutch and English (*speaking and writing*).
- Any other European language is an asset.

Skills & Behaviour:

- Excellent customer service skills.
- Ability to build and maintain positive relationships with internal customers and work collaboratively with others.
- Ability to trace problems to their source and find efficient solutions.
- Able to prioritize, focus efforts, and complete assignments.
- Ability to understand and follow policies, procedures and processes.
- Excellent troubleshooting and diagnosing skills.

CONTACT:

Feel free to send us your application via our website: www.goldhand.be/jobs
(ref 650)

More information? Please contact Delphine DION at +32 475 333 574. During the day, dial +32 10 300 380.

YOUR APPLICATION WILL BE TREATED IN TOTAL CONFIDENTIALITY.