

ICT Support Agent positie in Harelbeke

Voor een bedrijf in Harelbeke zijn we op zoek naar een ICT support agent. Het bedrijf is een Vlaamse wereldspeler actief in schone energie.

The jobdescription:

The ICT support agent focuses on the maintenance & support of the users' hard- and software. He ensures that the people can concentrate on their tasks with a minimum of ICT-worries and supported by the right tools. Based on experience he also helps in the maintenance of the ICT infrastructure. He reports to the ICT manager.

Your function

You are a member of the global ICT service team of 5 people who contribute actively to the continuous improvement of our internal ICT tools & services at the most optimal cost and effort

Your task is to maintain and upgrade infrastructure: desktops, laptops, telecom & video conference systems, printing devices & the related software. You offer support & train the users. You define ways how to prevent repetitive problems or questions.

You pro-actively monitor the health, speed, consistency and security of the different systems & databases.

You perform administrative duties according to the internal policies such as hour registration, work reporting, purchases,...

With your personal knowledge and competences you assist other team members.

A first professional experience is a strong asset, but your eagerness to learn has an equal value to us.

You need a sound knowledge of Security, Active directory, Office365 & Backup. In order to help with the maintenance of our ICT-infrastructure you need knowledge of Networking, Windows Server & Virtualization.

You have good interpersonal skills. You can actively communicate with demanding users to define their needs, to understand their questions, to create consensus on timing, approach & solution.

You are a real team player. This includes an honest & open communication, flexibility, helping colleagues & discretion.

You can organize your work independently.

You can assist users abroad in English

Our offer

The company represents a strong corporate culture based on a strong sense of joy and valuable tasks.

You get opportunities for professional development and training. You will work in a global company with challenging projects. We offer you a job secure environment and a competitive remuneration package

Wie interesse heeft kan een mailtje sturen naar het emailadres **marie.duthoo@titans-consulting.com**