



## ICT SUPPORT AGENT

### YOUR FUNCTION

- You are a member of the global ICT service team of 5 Vynckeneers 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.

### YOUR PROFILE

- You are a service driven bachelor in ICT. 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.

VYNCKE is a dynamic, family owned company that, since the start in 1912, has grown to a global player in the sector of clean energy technology : more precisely the development and construction of customized waste to energy installations.

Worldwide more than 300 Vynckeneers, as we call our employees, are stationed in our offices in Brazil, Belgium, Germany, Czech Republic, India, China, Thailand and Malaysia.

Thanks to more than 4.000 satisfied customers all over the world, a well-lined order book and the loyal commitment of the enthusiastic Vynckeneers we maintain a stable position in the market. This allows us to offer excellent job security.

Are you a real team player, do you enjoy own responsibility and taking initiative, do you have an open international mentality and are you willing to travel? Then probably you could be one of the new Vynckeneers!

### JOIN OUR FAMILY !

Send your cv to :  
[avk@vyncke.com](mailto:avk@vyncke.com)