

IT HELPDESK OPERATOR

READY FOR A
CHALLENGE?

JOIN US IN SHAPING THE WORLD!

The BISS Operations Helpdesk Team is responsible for supporting the workstations of all DEME employees. As an IT Helpdesk Operator, you are part of the worldwide support and you are the contact for all employees. You help these employees with their questions, requests and reports of faults. You will work from the head office and can rely on the support of your immediate colleagues.

YOUR RESPONSIBILITIES

- You act as first line support (general support and helpdesk).
- You make a diagnosis, offer a solution or escalate the problem to second line support or external partners.
- You are responsible for an active follow-up of calls, incidents and tasks.
- You register and test your hardware and software.
- You record everything accurately in our follow-up system.
- You make adjustments to the internal telephone system.

YOUR PROFILE

- You have a Bachelor degree with an IT-related specialization
- You have active knowledge of software (Microsoft Windows 10, Office 365) and hardware (PCs, printers and other peripherals).
- You have knowledge or experience with Software Deployment, Networking, Active Directory, Windows Server or Citrix is a plus.
- You have good communicative skills and express yourself fluently spoken and written both in English and Dutch.
- You learn quickly, work proactively and will not shy away from challenges.
- You can deal with work pressure and are flexible.
- You are customer-oriented and able to explain a technical solution in understandable language to our end users.

OUR OFFER

- You have an excellent remuneration package including numerous interesting advantages, such as pension and health insurance;
- You have a challenging position with corresponding responsibilities;
- You have a wide range of career opportunities, personal and professional growth and the possibility to follow courses.



Are you the talent we are looking for?

APPLY NOW
JOIN.DEME-GROUP.COM

DEME has one of the most modern, innovative fleets in the industry. But with more than 100 vessels, we need the technical experts to keep the fleet in peak condition. If you want to work with truly pioneering vessels and state-of-the-art equipment, or become part of one of our dredging projects worldwide, we want to hear from you. Join us in shaping the world!

