

Junior ICT technician (Brussels Airport)

MindWorks Recruitment sprl agency is recruiting now a top student in informatica/ICT who wants to get work experience doing technical support. You will be based at the Brussels Airport, in Zaventem.

Our client, Rockwell Collins ARINC Airports has revolutionized the way airports, airlines, and travel operators move passengers and baggage to their destinations. We offer unparalleled expertise in shared systems and networking—integrating the entire airport enterprise for check-in and boarding, baggage handling, passenger self-service check-in, and other important functions. As the benchmark for common-use passenger technologies, we help airports reduce costs, improve service, and strengthen security.

The Associate Information Systems Specialist will assist in providing basic technical support for computers and associated networks. This individual will be performing these duties in a face to face customer environment. The Associate Information Systems Specialist will perform shift work in a 24x7x365 environment.

Responsibilities:

- Assist in repairing, installing, and maintaining workstations and peripherals. This can be airport specific boarding pass printers, bag tag printers, scanners, document printers etc.
- Assist with troubleshooting of the system hardware, and peripherals
 - Assist with troubleshooting of application/system issues
- Assist with in network connectivity/cabling and networking hardware such as routers and switches
 - Work with different departments within the organization and external to solve issues.
 - Performing preventive maintenance, daily walk around and check ups
 - Providing consumables to several locations spread over the airport
 - As an autonomous system specialist, you work with the Site Manager to optimize site performance and give your input on current procedures.
 - You will be the FPOC for all agents and handlers and provide first line support, either remotely or physically on site.

Requirements:

- Less than One year of experience as a field service technician in a technical support capacity is nice to have.

- High School degree required
- Experience and understanding of windows OS, office, basic network connectivity/cabling and peripherals (printers) and in a customer service environment is a plus

Fluent in Dutch and English is a must!

Reporting Structure:

Reports to Site Manager – Various Sites

Contact information:

MindWorks Recruitment sprl

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