



## IT Support Engineer

**Soort functie:** Vaste medewerker      **Locatie:** Brussels  
**Duur:** Long Term      **Referentie:** 202209452

### Omschrijving:

For our customer we're looking for an IT Support Engineer.

In the first place we're looking for candidates with the "SII DNA".  
Our DNA embodies a positive and joyful attitude.  
Dream IT , Trust IT, Go for IT !

At the customer the service unit IT Care delivers and supports state of the art workstation solutions for her employees.

Do you have a passion for what you do, do you go for commitment, think and act in a flexible way, and want to contribute to the success of the organization ?  
Then this could be your next step.

The purpose of your role within the IT Care team :

- You take care of first and second line support for all internal Workstations, printers, mobile and fixed phones, network connections,...to ensure operational excellence at all times.
- Solving problems and daily issues defining clearly the scope of your support according to workstation policy.
- Improve and document further IT Care processes (ITIL and ISO27K certification).

You want:

- To install and configure new and used workstations; more specifically installing standard image and specific software packages, profile configuration and testing
- To maintain, restore, substitute or renew workstations taking care of data migration
- To provide internal users with support for daily issues treating hard and software demands according to workstation policy
- To ensure security by taking care of antivirus systems
- To guarantee an up to date inventory of PC equipment, workstations, printers etc..
- To provide technical support for printers, being the contact of suppliers

### Vereisten:

You have:

- At least 1 year experience in a similar role ;
- Preferably a bachelor in Computer Science, Engineering or Information Technology, or equivalent level acquired through experience ;
- A good knowledge and a keen interest in IT tools.

You are:

- Fluent in both French and Dutch with a good understanding of IT-related English
- Customer minded
- A good listener, able to effectively capture and document the internal client demands

- Assertive in defining the scope of your support, according to workstation policy
- Able to cope with and ease the stress of your client
- Able to prioritize

Main processes, systems, tools used:

- Window 10 OS
- Office 365 (exchange online)
- Active Directory
- Cisco call manager & Cisco contact center express
- Omni tracker as a knowledge base, SSOL and ticketing solution
- ITIL
- Mobile devices, IOS & android tools
- Printers (Canon + uniflow)
- Network (VLAN, Wifi, ...)

**Start:** 2022-05-07 22:00:00