

# IT SYSTEMS SUPPORT

## FUNCTION

Perform a variety of IT support duties to ensure smooth delivery of technology services. Provide 1<sup>o</sup>level helpdesk support for user, desktop and servers (hardware and software). You will monitor, operate, coordinate and assist others in the operation of computer hardware, software and peripherals in order to achieve the desired results – in both office as well as industrial environment.

You will report to the Infrastructure System Analyst

## JOB DESCRIPTION

You will be responsible for the following tasks :

- The 1<sup>st</sup> level support – troubleshooting, diagnose problems, implementing corrective action procedures with prescribed guidelines and/or escalating to other technical resources as appropriate.
- Provide assistance in the use of computer hardware & software, tables and smartphones (iPhone and Android)
- Set up and configuration of desktop computers and peripherals, tables and smartphones (Iphone and Android)
- Installation of software and repair hardware and peripherals
- Test new software and hardware and provide training to users.

## COMPETENCIES

Bachelor Degree in IT or equivalent with a focus on Information Technology  
Other certifications is a plus

Technical skills:

- Excellent Excel, Word and Outlook skills
- Excellent knowledge of end-user devices like tablets, smartphones, headsets, keyboards, ...
- Knowledge of hardware, software and various peripherals
- Effective analytical and problem-solving skills
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- Work as part of a team in stressful situations; maintain composure in the face of heavy workload and constant interruptions
- Ability to meet deadlines and adjust to continuously changing priorities
- Good communication skills both verbally and in writing with superiors, colleagues and individuals inside and outside the company
- Proficient in Windows in a domain based environment.

Soft Skills:

- A positive, friendly and helpful personality
- Confidentiality – deal with sensitive, private and confidential matters
- Adaptability and flexibility
- Analytical skills – information gathering, analysis and judgement
- Organization – able to prioritize, plan tasks and respect deadlines
- Integrity – honesty and high level of ethics
- Attention to detail – meticulous and careful about detail and thorough in completion of work tasks
- Dependability – reliable, responsible and dependable, fulfilling obligations
- Team work – pleasant with others, displays a good, natured, cooperative attitude

Languages: Perfect spoken English, other languages a plus

## INTERESTED?

Send your motivation letter and CV to [Sollicitatie@beyers.eu](mailto:Sollicitatie@beyers.eu)