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Company: Proximus

Location: Belgium

Category: arts-design-entertainment-sports-and-media

Proximus is active as a provider of digital services and communication solutions on the Belgian and international markets. We offer our customers a world of digital opportunities so that they can live better and work smarter. We do this by offering products and services tailored to the needs of every customer and by being a partner of citizens, companies and Belgian society in their digital evolution.

Proximus Group consists of the mother company Proximus SA and a growing network of subsidiary companies in the telecom and IT sectors, active in the Benelux and various other countries.

Proximus SpearIT is a dynamic division within Proximus NXT, dedicated to helping medium and large companies digitalize their IT. As a tribe of digital doers, they bundle their experts to assist businesses in working smarter, safer, and faster.

We offer a range of solutions, including:

Datacenter & Cloud: Accelerating digitization by providing robust data center and cloud services.

Digital Workplace: Enhancing productivity and collaboration through digital workplace solutions.

Security & Networking: Ensuring secure and efficient network infrastructure.

IoT (Internet of Things): Leveraging IoT technology for innovative applications.

IT Staffing: Providing skilled IT professionals.

Transformation Services: Assisting companies in their digital transformation journey.

Proximus SpearIT is your go-to partner for accelerating digitalization and ensuring efficient IT operations.

We would like to reinforce our Service Desk team in Evere with an IT Service Desk Engineer.

The job.

You provide first-line service desk support to internal customers, assisting them with hardware and software problems face-to-face, or our online ticketing system.

You provide first-line technical support, answering support queries face-to-face or our online ticketing software;

You manage first-line hardware repairs.

You maintain a high degree of customer service for all support queries and adhere to all service management principles.

You take ownership of user problems and are proactive when dealing with user issues.

You log and maintain all Tickets on the ticketing logging system.

You respond to inquiries from clients and help them resolve hardware and/or software problems.

You support users in the use of IT equipment by providing necessary training and advice.

You allocate more complex calls to the relevant IT Support member or group.

Profile

You have a strong interest in IT.

Relevant/previous Service Desk experience is an asset.

You have an interest in ITIL processes.

You are committed to quality, you have excellent communication skills and have mastered the skill to remain professional and calm at all times.

You have experience in using Service Management tooling, knowledge of ServiceNow is a

plus.

You have a strong knowledge of the latest Microsoft-based operating systems (Admin center, Endpoint, Exchange, ...), and you are familiar with Azure.

You have good knowledge of Windows OS in Intune managed & autopilot mode.

You have experience in configuring / troubleshooting mobile devices.

You have a flexible attitude and the ability to perform under pressure.

You have the ability to work well within a team.

You are able to easily express yourself in English and Dutch/French.

If you recognize yourself in these requirements, we are looking forward to hearing from you!

#LI-DNI

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