

C003523 Senior Support Engineer (NS) BELGIUM - 1 May

[Apply Now](#)

Company: Park Lane Recruitment

Location: Belgium

Category: computer-and-mathematical

Description

Deadline Date: Wednesday 1 May 2024

Requirement: Senior Support Engineer

Location: Mons, Wallonia, BELGIUM

Full Time On-Site: Yes

Time On-Site: 100%

Not to Exceed Rate: 75 EUR

Total Scope of the request (hours): 1000

Required Start Date: June 2024

Required Security Clearance: NATO SECRET

Duties and Role:

We are looking for a professional to provide all-round advanced technical support, preferably with experience as developer, database engineer, change manager, application support, server administrator, etc. This person must have a strong affinity with service improvement, professionalization, automation, efficiency and teamwork.

This post is part of the team that provides application support services at the highest advanced support level. The senior support engineer provides application support, but also works to improve how the services are delivered, operated and maintained. Overall, the team also consists of support engineers, subject matter experts and software developers. The incumbent will perform duties such as the following:

Ensure that IT service management processes are executed in accordance with Agency policies and procedures.

Conduct and support service operations in accordance with support agreements (SLA/OLA) and defined service priorities. This includes advanced technical support to incident and problem management to lower level resolution teams and formalizing support through standard operating procedures.

Proactively share perspectives, ideas, experience and information relating to the technical support of assigned services, such as through the maintenance of documentation, known errors, workarounds, and delivering technical training.

Identify service improvement opportunities, propose and follow up on necessary changes.

Support monitoring and reporting of the operational status of the assigned applications and responding to exceptions.

Perform and coordinate packaging of applications for automatic deployment and virtual client environments.

Participate in development, building, testing and deployment processes using relevant software engineering technologies, methods and tools through the full software lifecycle.

Requirements

Skill, Knowledge & Experience:

The candidate must have a currently active NATO SECRET security clearance

The incumbent must have a minimum requirement of a Bachelor's in computer science, information and communication technology or closely related scientific or engineering discipline and 4 years post-related experience. Or exceptionally, the lack of a Bachelor's

degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCI Agency, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post.

Must have demonstrable experience in the majority of the following areas:

Conducting and improving service operations:

Experience with operation, administration and maintenance of client and server software applications as part of a team.

Experience providing direct support to users.

Experience working with the Information Technology Infrastructure Library (ITIL) best practices, notably for service operations.

Experience with formalizing, documenting and improving the efficiency of service operations processes, including streamlining incident resolution, problem management, request templates, etc.

Experience with defining, measuring and analyzing metrics, application telemetry, and Key Performance Indicators.

Conducting and improving services delivery:

Experience with packaging applications for automated software deployment tools.

Experience with packaging applications for virtual desktop infrastructure.

Experience with scripting for application deployments.

Experience with containerization of applications.

Troubleshooting and contributing to improvement of software applications:

Experience using processes and toolchains for software development, security and operations (DevSecOps).

Experience with relational database operations and management.

Experience with data and systems interoperability, including testing, and methodologies.

[Apply Now](#)

Cross References and Citations:

1. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Nyjobscareer Jobs Belgium Nyjobscareer ↗](#)
2. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Socialmediajobopportunities Jobs Belgium Socialmediajobopportunities ↗](#)
3. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Denverjobs Jobs Belgium Denverjobs ↗](#)
4. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Trendzfurnitures Jobs Belgium Trendzfurnitures ↗](#)
5. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Automationjobs Jobs Belgium Automationjobs ↗](#)
6. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Francejobs Jobs Belgium Francejobs ↗](#)
7. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [GardeningjobsJobs Belgium Gardeningjobs↗](#)
8. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Entrepreneurshipjobs Jobs Belgium Entrepreneurshipjobs ↗](#)
9. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Searchcanadajobs Jobs Belgium Searchcanadajobs ↗](#)
10. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Norwayjobs Jobs Belgium Norwayjobs ↗](#)
11. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [AfricajobscentralJobs Belgium Africajobscentral↗](#)
12. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [ExpertiniJobs Belgium Expertini↗](#)
13. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Locumjobs Jobs Belgium Locumjobs ↗](#)
14. C003523 Senior Support Engineer (NS) BELGIUM - 1 May [Jobsinsaudiarabia Jobs](#)

Belgium Jobsinsaudi Arabia ↗

15. C003523 Senior Support Engineer (NS) BELGIUM - 1 May Executive Jobs Near Me Jobs

Belgium Executive Jobs Near Me ↗

16. C003523 Senior Support Engineer (NS) BELGIUM - 1 May Mexico Jobs Jobs Belgium

Mexico Jobs ↗

17. C003523 Senior Support Engineer (NS) BELGIUM - 1 May Ukraine Jobs Jobs Belgium

Ukraine Jobs ↗

18. C003523 Senior Support Engineer (NS) BELGIUM - 1 May Email Jobs Jobs Belgium

Email Jobs ↗

19. C003523 senior support engineer (ns) belgium - 1 may Jobs Belgium ↗

20. AMP Version of C003523 senior support engineer (ns) belgium - 1 may ↗

21. C003523 senior support engineer (ns) belgium - 1 may Belgium Jobs ↗

22. C003523 senior support engineer (ns) belgium - 1 may Jobs Belgium ↗

23. C003523 senior support engineer (ns) belgium - 1 may Job Search ↗

24. C003523 senior support engineer (ns) belgium - 1 may Search ↗

25. C003523 senior support engineer (ns) belgium - 1 may Find Jobs ↗

Source: <https://be.expertini.com/jobs/job/c003523-senior-support-engineer-ns-belgium-1-m-belgium-park-lane-recruitmen-adb55ebe2f/>

Generated on: 2024-05-03 by Expertini.Com