

Desktop Support Engineer

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Company: ESP Global Services

Location: Belgium

Category: computer-and-mathematical

22nd April, 2024

Desktop Support Engineer - Belgium, Mechelen

About the role :

We are a managed service provider for IT support and infrastructure solutions where we support clients, worldwide. Working as the IT Support you will represent ESP in providing 1st and 2nd line support for both hardware and software.

We are looking for people who are passionate about technology and increasing their existing knowledge, whilst delivering exceptional customer service.

What you will be doing:

Respond to incidents and service requests from customers and manage them to a successful solution.

Provide desk-side support services to the customer.

Deliver hard and soft break fix services for laptops and desktops all over the site.

Provide standard and approved hardware and software support and maintenance on desktop devices.

Support, management, and maintenance of desktop configuration and installation, including

patch updates and hardware replacements.

Check security profiles and antivirus software on all desktop devices and take appropriate action when security requirements are not met.

What you will bring to ESP:

1-3 years of experience providing on-site IT support (level 1 or 2). The salary depends on the experience.

Command of the French, Dutch and English language. Languages are evaluated during the selection procedure.

Ability to work under pressure.

Good knowledge of and experience with Microsoft desktop software and operating systems

Understand network protocols, server hardware and configurations, or other IT qualifications.

Knowledge of Linux and MAC may also be desirable for some of our customers.

This role will be working Monday to Friday, 9am to 5pm

Benefits:

ESP offers a competitive salary + pension, and a wealth of ongoing training and career development.

Who are we:

ESP has been providing customized IT support solutions to companies all over the world for 40 years. We provide daily support through a team of on-site engineers or responsive visiting engineers, service desk coordination of all your IT support requirements, or delivery of a specific project such as a system change or a company-wide installation of new hardware, all tailored to the customer's needs.

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