

## Dynatos Service desk engineer

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Company: Dynatos

Location: Belgium

Category: computer-and-mathematical

Why you?

You like to be at the central point of help. Diagnosing, analyzing, troubleshooting, and resolving issues and problems is your strength. The Dynatos service desk is committed to deliver qualitative service to its customers. It's the ideal place to energize your career.

Why Dynatos?

At Dynatos we make "Waves". #WAVE is the summary of our key values: We challenge, are Accountable, create Value and we Excel. These are the values we apply when interacting with our customers and we rely on our service desk team to put that into practice; our engineers apply a pro-active approach and take ownership over their work.

Our Service desk engineers:

Provide customer-focused 1st line support, with the possibility to grow into 2nd line support.

Resolve issues within pre-defined service level agreements.

Liaise with the service desk manager.

Are up-to-date in what concerns the latest innovative technologies.

Are curious by nature.

Liaise with our internal and external teams of product experts for 2nd line support and/or 3rd line support.

A successful colleague relies on a mix of:

Strong understanding of general IT support, including various methods of remote support and Application support.

Good technical and analytical skills.

Solid experience in problem analysis and resolution.

Proven ability to function in a self-steering environment.

Excel in a fast-paced, agile environment where critical thinking and strong problem-solving skills are required for success.

Innovative thinking, with a good deal of positivity, proactiveness and a willingness to embrace change.

Strong writing and verbal communication skills.

Ability to provide root cause analysis's.

With a down-to-earth personality and plenty of humor!

Nice-to-haves:

Interest in Financial and intelligent process automation, Robotic process automation, people and innovation.

What you can expect from us

The key words are flexibility, responsibility, and support. We will coach you and provide your the right environment to thrive in. This includes a nice office, company car, salary, and as much coffee and sweets as you want. Above anything, we promise that you'll feel like you can make an impact on this world, it will be with the highest of recommendations and a significantly higher labor market value.

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