



Helpdesk Support

Function type: Vast **Location:** Hasselt
Duration: Long term **Reference:** 202109072

Description:

Anankei is looking for an motivated Helpdesk support.
You will receive, log, categorize, treat, solve or escalate requests, questions and incidents from users.

Your daily activities include:

- Record user's request in the appropriate tool
- Categorize the request
- Position the criticality according to defined grids
- Treat delayed requests in order to be within the MRT (Maximum Response Time)
- Follow the request until answer has been provided and agreed as satisfying by the user
- Gather the user's information and determine the user's issue by analyzing the symptoms and discovering the underlying problem
- Sort through the possible solutions available (as scripts) and apply the most appropriate one
- Transfer the request and all gathered information to the next level (second or third line) for further investigation if necessary

Requirements:

While a prior experience in a similar function is preferred, it isn't a must have.
We'll select the candidate on his personality, his motivation and the candidate's communication skills.
You must be fluent in Dutch, English and French though!

Don't hesitate to apply!

Start: 2021-10-24 22:00:00