



## Telecom Helpdesk ICT Technician

**Type de fonction:** Indépendant      **Location:** Brussels  
**Durée:** long term      **Référence:** 202108973

### Définition:

Our Customer in the telecom business is looking for junior Helpdesk Technicians to strengthen their team.

You will work as an ICT Technician giving support on all the Telecom Products and Services.

### Required Responsibilities

- handle incoming calls, questions and e-mails with questions from internal and external customers and around specific products for professional customers
- ensure the correct dispatching to the various technical departments
- inform the customer about the status of his request and the solution of his incident
- ensure that internal procedures and tasks to be performed are carried out as defined in the work instructions
- ensure a good follow-up of the interventions in the field
- report recurring problems
- provide support to colleagues to have a good impact on customer satisfaction

### Degree & Experience

- technical education in higher education or equivalent experience

### Technical skills

- Office 365

### Exigences:

#### Attitudes/Behavior

- open and flexible
- team spirit
- creativity
- self-sufficient
- flexible ( Service Desk Coordination provides a 24/7 service. Working in shifts is essential)

#### Languages

- bilingual dutch and french (this is mandatory!)
- knowledge of English is an asset

**Le commencement:** 2021-09-19 22:00:00