



## IT Support Engineer VIP

**Type de fonction:** Indépendant      **Location:** Brussels  
**Durée:** Long term      **Référence:** 202209534

### Définition:

For our customer we're looking for two VIP Support Engineers.  
In the first place we're looking for candidates with the "SII DNA".  
Our DNA embodies a positive and joyful attitude.  
Dream IT , Trust IT, Go for IT !

### Tasks:

- Provide VIP support to Board members and C levels
- Provide remote L2 + L3 support for the users for incident and requests
- Improvement of the workplace management by implementing automated processes and supervise the execution of these. Eg software updates, Deployments with SCCM
- Contribute in development of Self-service user portal, knowledge base.
- Make recommendations on system changes considering opportunities & potential risks to further improve usage and alignment with business needs
- Contribute in standardisation of solution, software and support
- Strong contribution in the setup and maintaining of the hard- and software equipment for end users. Setup and deployment of assets to both office and factory production teams.
- Participation in group or divisional projects in collaboration with international teams in order to develop or roll out new solutions
- Ensure correct follow-up of and execution of software update policies in EUT area ( SCCM )
- Identify training needs and propose training plans to ensure optimal usage of implemented solutions
- Support the L1 support team when the recommended changes are deployed, including helping to resolve any issues
- Collaborate Helpdesk and proximity team understand and investigate feedback or issues into the service/function/product provided and provide solutions for improvements

### Functional competencies :

- Strong knowledge in end user related technologies as well as base knowledge in other infrastructure related topics like Network, Storage, Backup solution and servers...
- Practical experience with workplace management tools
- Proved experience in VIP support within multinational organisations
- 5y experience in supporting users, managing incidents and Problems based on user input
- Highly motivated in delivering operational excellence and customer satisfaction in the way the support is delivered to the end users
- VIP Support in Headquarter (Brussels)
- Provide Operational support L2 / L3 in the area of End User Technology
- Contribute in developing workplace management by process automation
- Strong contribution in the use of and maintaining of a user portal and the knowledge base
- Strong contribution in the setup and maintaining of the hard- and soft equipment for end users including the support of the appropriate usage of this equipment by the users.
- Hands and eyes for Infrastructure & network team as level 2/3 support

**Exigences:**

## Required Experience and Knowledge

## Mandatory:

- Expert in VIP support to Board members and C level
- English, Dutch, French would be an advantage.
- Expert in end user technologies Laptop / Desktop / Surface configuration & staging
- Expert in O365 (MS Office suite & collaborative apps)
- Experience in collaboration with L1 service desk operations
- Experience of ITIL fundamentals V3 or V4 foundation qualification preferred
- Experience of knowledge base usage and maintenance of documentation

**Le commencement:** 2022-06-29 22:00:00