



IT Services Specialist

Location

LGG, Liege Airport
(Belgium)

About Challenge Airlines (BE)

Challenge Airlines (BE) S.A. is a new airline based in Liege Airport (LGG) with a Belgian AOC. The airline operates daily scheduled cargo flights and charter services carrying nonstandard goods and general cargo internationally. Challenge Airlines (BE) is part of a Global airline group that carries approximately 400,000 tons of cargo annually. The Group is in rapid growth and is looking for great & talented people with possibility to within evolve the company.

Employment Type

Full-time
Possibility of home working
(1 day per week).

Contact

recruitment@challenge-group.com

Do not forget to mention the description of the job in your mail object.

Your application will be treated with confidentiality.

Website

www.challenge-airlines.be



Job purpose

The IT Services Specialist serves as the first point of contact for customers seeking technical assistance over the phone or email and performs remote troubleshooting through diagnostic techniques and relevant questions. The role entails providing technical assistance to clients by installing, configuring, testing, and upgrading computer software and hardware. She/he must be able to independently assess a reported problem or failure using diagnostic methods and tools, determine the likely cause and take appropriate action to resolve the problem in a timely manner. Often collaborating with other resources (both internal and external), the IT Services Specialist must understand system interdependencies and avoid unintentional interruption of services during troubleshooting and problem resolution.




Your responsibilities

- Be a user facing IT members when it comes to user support;
- Determine the best solution for resolution after troubleshooting end-users' issues;
- Installing and configuring computer systems;
- Communicate with end-users over the phone or via email to provide solutions to technical problems;
- Educate clients on procedures for resolving or preventing recurrence of a technical problem;
- Direct unresolved issues to the next level of support personnel and continue to act as a liaison person;
- Provide accurate details on IT procedures and services;
- Pass on any feedback or suggestions by end-users to the appropriate internal team;
- Identify and suggest possible improvements on procedures;
- Publish Knowledge Base articles for all different audiences;
- Observe Organizational Level Agreements for the resolution of tickets;
- Be proactive to discover trends, patterns and similar events that lead to the identification of issues prior to becoming chronic;
- Foster a customer centric culture whereby the internal stakeholders are considered as customers, consequently building processes and service levels with this notion;
- Attend educational programs, workshops, and seminars to stay abreast with developments in the IT industry.

Your profile

- Higher National Diploma or 3+ years in complex environments managing teams with a focus on customer/stakeholder service provision;
- 1 – 2 years of proven experience as an end-user support role;
- Proficiency in Windows 10, Microsoft Office Suite & Microsoft 356;
- Experience or certification in ITIL;
- Knowledge of ITSMS;
- Vendor specific certifications such as Comptia, Cisco, Microsoft, etc. would be considered an asset.

What we offer

-  An attractive salary package in line with your experience including extra-legal benefits (meal vouchers, health insurance, ...)
-  A dynamic work environment where there are opportunities to evolve
-  A permanent contract