

# 1<sup>ST</sup> LINE IT-SUPPORT

*Do you have a "BEAN" for IT and enjoy providing support to all colleagues in the organization? Do you consider yourself a natural problem solver? Do you have a passion for monitoring and resolving issues (hardware, software, ...)? Are you looking for a dynamic role in an international environment where you can work hands-on, and where results-oriented and analytical thinking are essential? Then this vacancy might be perfect for you.*

## **Who are we and what do we stand for?**

In Puurs you will join a team of 160 loyal and passionate colleagues with a shared vision: To be the leading, sustainable private label coffee roaster in Europe. The organization has been increasingly internationalizing in recent years.

Today, Beyers - as part of the Sucafina Group - has grown into the largest coffee roaster in Belgium and a major player in the European private label coffee market. Here you will have the opportunity to be part of a company that invests in people and where collegiality, flexibility and entrepreneurship are encouraged.

## **Management and training**

- You will report to the Service desk Coordinator. He has a strong IT knowledge and background and is an experienced manager with years of experience in the coffee industry.
- You will work closely with different departments in the local organization and with specialists from Sucafina
- Your training will be determined based on your knowledge and experience. Of course, we provide the necessary onboarding and introduction to various team members

## **What's your challenge?**

As 1<sup>st</sup> line IT support, you are the first point of contact for internal customers seeking technical assistance over the phone, email, or through the service desk portal. You will monitor, operate, coordinate and assist others in the operation of computer hardware, software and peripherals in order to achieve the desired results – in both office as well as industrial environment

In this role:

- Together with your colleagues you take care of incident management in a timely manner.
- You diagnose and troubleshoot both Soft- and hardware issues and log all of the incidents (and details) in the ticketing system

- You provide an excellent service to all internal customers, ensuring clear communication, and offering guidance on resolving routine technical problems
- You are responsible for the set up and configuration of desktop computers and peripherals, tables and smartphones (iPhone and Android), and ensure a smooth IT-onboarding for all new employees
- You install new software and repair hardware and peripherals when needed and perform necessary tests/provide training to users when needed
- You ensure the documentation of all records, service requests, knowledge base articles, ...

### **Who are you?**

- You have a bachelor's or master's degree in information technology. Graduates are also welcome to apply - experience is a nice to have but not mandatory
- You have a strong knowledge of MS Office, user devices (tablets, smartphones, keyboards, headsets, ...), software and hardware, common operating systems, client software, ...
- You are able to prioritize and meet deadlines, without losing sight on details
- Excellent communication skills in both Dutch and English, both verbally and in writing, for collaboration with superiors, colleagues and individuals inside and outside the company. A knowledge of French is a plus
- You are familiar with remote desktop applications and help desk software.
- You are curious about technology and see yourself as a self-learner that wants to grow further in IT

### **What we offer you:**

- You will have an exciting and varied job in a dynamic and stable environment
- You will join an international company where entrepreneurship is encouraged
- A permanent contract with a competitive salary plus extra-legal benefits such as meal vouchers, insurances, bonus, ...
- On top of different training possibilities, you also have the opportunity to grow in our company or at Sucafina

### **How does the application process work?**

- After your application, we will contact you for an initial phone screening
- If we are both enthusiastic, we will make an appointment for a first interview
- A maximum of 3 interviews are scheduled
- Do we have a match? Then you will receive a concrete proposal

Ready for the challenge? Send us your resume via the application button or send your CV and motivation letter to [sollicitatie@beyers.eu](mailto:sollicitatie@beyers.eu)!