



**WE ARE LOOKING FOR  
SERVICE DESK ANALYST**

REFERENCE CODE: ASLB20-056

DEPARTMENT: IT

**PURPOSE OF THE JOB**



Conduct the activities of the Help Desk in order to provide a technical support and ensure that systems are running efficiently in a good quality/price relation to answer to users' needs.

**KEY ACTIVITIES**



**Main tasks and responsibilities**

- Support the final users and help them with the identification of the source of the issue, provide necessary advice and support to resolve the issues.
- Maintain the IT infrastructure and systems' level of efficiency to offer the best performance, respecting all standard procedures.
- Maintain helpdesk tools (chatbot, EFB console, ...)
- Deal with administrative request to keep the asset register up to date.
- Coordinate reporting follow up and closure activities in the ticketing system.

**Communication**

- Communicate in a timely and clear manner with the users.
- Ensure an effective reporting to colleagues and hierarchy.
- Share with the Department improvements found.
- Ensure the reporting of all administrative processes to keep up to date the asset register.

**Self-behavior**

- To display a positive, open and cooperative behaviour in order to facilitate a good relationship inside and outside the department, avoid and help to solve conflicts.

**REQUIREMENT & QUALIFICATIONS**



- Graduated from a Computer Science Degree or equivalent experience.
- Ability to solve technical problems in a structured and organised way.
- Focused on providing reliable and sustainable solutions.
- Windows and Linux operating system knowledge.

- Basic networking skills.
- Mastery of Microsoft Office Suite.
- Fluent in French and English both spoken and written.
  
- Ability to positively communicate with final users.
- Resistant to stress.
- Customer focused.
- Able to work independently.

## TERMS AND CONDITIONS

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- Full time job - Office Hours but flexibility is requested depending on operational needs.

### **Want to take on board ? Apply now !**

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