



LACHS
Becomes
**Challenge
Handling**



**More Cargo Capacity
with
New Warehouse**

Opening Soon

Challenge accepted



DESCRIPTION DE FONCTION

TITRE DE LA FONCTION :	<u>System and Application Support Officer</u>
DEPARTEMENT:	IT
Statut :	Employé
Mise à jour	08.01.2020
Contrôlé par:	IT MANAGER & BUSINESS PROCESS DEVELOPEMENT
Superviseur de:	N/A

Definition :

The **System and Application Support Officer** is the first point of contact for customers seeking technical assistance over the phone or email, performing remote troubleshooting through diagnostic techniques and relevant questions related to computer **systems, hardware, and software**.

Task and responsibilities :

- Maintain computer systems and act as support if any system goes down.
- Responsible for PC's, printers, servers and related equipment (monitor, keyboard, mouse, hard drive, etc).
- Assist new users on their onboarding.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Define the best solution based on the issue and details provided by customers
- Guide the customer through the problem-solving process
- Provide accurate information on IT products or services
- Record events, problems and their resolution in logs
- Transfer unsolved issues to the next level of support if he/she is not able to fix it
- Follow-up and update customer status and information
- Analyse call logs in order to discover any underlying issues or trends
- Respond to call-outs in a timely fashion
- Pass on any feedback or suggestions made by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures
- Be an end to end support on solutions involving developments
- Help and provide support to PM team in development projects (QA, testing, end users' trainings)

Requirements :

- 1 – 2 years of proven experience as **IT Technician** or relevant position
- Excellent diagnostic and problem-solving skills
- Excellent communication ability
- Outstanding organizational and time-management skills
- Deep understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional)
- Service oriented personality with excellent verbal and written capabilities.
- English is a must

Ready to join a growing international air transportation company and an ambitious and innovative team? Apply today by sending your CV with a cover letter to job@lachs.be and we will be in touch soon.