



## System Engineer

**Function type:** Vast      **Location:** Mechelen  
**Duration:** Longterm      **Reference:** 201907814

### Description:

#### CONTEXT

Our client has activities in Belgium, France, UK, US, Germany, The Netherlands, Austria, Spain, Italy, Cech Republic and Poland.

Each entity has its own ICT organisation, but all ICT departments work together on specific technological domains. This collaboration is managed by the Group ICT Director and a small staff on group level.

The Infrastructure and Collaboration application service work closely together with the Infrastructure and Collaboration application services on Group level. The technology strategy, selection of tools, the definition of standards, the governance model, ... is decided by the Group ICT Manager Shared Services Centre Infrastructure and Collaboration. Every technological domain is managed by a small international team of ICT staff of different entities and division.

The Division Manager Service Desk and Infrastructure is managing local infrastructure and gives support to the local end-users. For well-defined technologies the Division Manager Service Desk and Infrastructure will give support in second line on Group level.

Within the Infrastructure management team different technologies are managed by specialised system engineers, e.g. network specialists, telecommunication specialists, Office 365 specialists, ... For each technological domain, our client seeks to have a small teams of specific specialists, most likely spread over different entities, that manages the given technology. They form a virtual team managing a technology on Group level. The report locally to the Manager Infrastructure and Collaboration or the local ICT manager and they report functionally to the Group Manager Infrastructure and Collaboration applications.

#### RESPONSIBILITIES

- ? Manage the infrastructure on a daily basis
- ? Ensure customer service is timely and accurate
- ? Contribute to improving customer support by actively responding to queries and handling complaints
- ? Establish best practices through the entire technical support process
- ? Follow up with customers to identify areas of improvement
- ? Provide customer feedback to the appropriate internal teams, like product developers
- ? Collaborate on Group level for the definition of standards for well-defined basic ICT technology domains (network, telephony, workstations, end-point security, software distribution, ...) in close collaboration with internal and external specialist
- ? Ensure all basic ICT technology is respecting SLA's defined (or non-defined)
- ? Assure incidents are solved and problems are identified and investigated
- ? Install and manage a monitoring system for all business-critical ICT components in order to reduce time between incident occurrence and start of the incident solving process

## Requirements:

### REQUIREMENTS

- ? Proven work experience as System Engineer
- ? Hands on experience with help desk and remote control software
- ? Solid technical background
- ? Customer-service oriented with a problem-solving attitude
- ? Excellent written and verbal communications skills
- ? BSc degree in Computer Science, Information Technology or relevant field experience
- ? High awareness of Customer Care
- ? Ability to work well under pressure and at a high work rate
- ? Ability to determine correct workload priorities
- ? Ability to coach team members and provide necessary training to improve skill sets
- ? Good ICT skills in several technological domains
- ? Knowledge of computing trends
- ? Evidence of customer service skills
- ? Knowledge of ITIL best practices
- ? Knowledge of ServiceNow is an asset
- ? Master Dutch, English and at least one other European language or prepared to learn on short term another European language

### EXPERIENCE

- ? 10 years plus experience of working as a System Engineer, ideally in a significantly sized organisation supporting 200+ networked PCs in an international environment
- ? Experience with working in an international matrix organisation with local and group reporting lines
- ? Experience with managing outsourcing agreements
- ? Able to work well under pressure and at a high work rate
- ? Good level of technical skills, troubleshooting basic ICT infrastructure issues with hardware, software & networking
- ? Good inter-personal skills: diplomatic and able to inspire user confidence
- ? Thorough, professional approach
- ? Problem solving and analysis of fault scenarios under pressure with competing demands & conflicting priorities. The post holder will be required to work well using their own initiative with minimal support from others
- ? Ability to determine appropriate work priorities and manage workload effectively

### TECHNOLOGY DOMAINS

- ? Network engineer
  - o Experience with network architecture, technologies and design
  - o o Experience with QOS over different network architectures
  - o Experience with network configuration (Cisco, Meraki, Palo Alto, Xtreme network)
  - o Experience with Firewall configuration
  - o Experience with network monitoring tools (Silverpeak, Nagios, Solarwinds, ...)
  - o Experience with trouble shooting in networks (performance, packet loss, jitter, latency, ...)
  - o Experience with Wifi network and Wifi coverage issues
- ? Microsoft engineer
  - o Experience with configuration complex AD domains
  - o Experience with 365
  - o Experience with Teams
  - o Experience with server patching
  - o Experience with VMWare
  - o Experience with Storage solutions
  - o Experience with managing SQL database
  - o Experience with hybrid hardware environments (Azure and on-premise)
  - o Experience with hardware monitoring tools
  - o Experience with backup and recovery tools and setup (e.g. Veeam)
  - o Experience with SCCM or InTune
- ? Sharepoint engineer
  - o Experience with Sharepoint configuration and setup

- o Experience with Sharepoint programming
- o Experience with governance models and access control in Sharepoint

**Start:** 2019-12-30 23:00:00