

Come and hit the gas at the EXMAR Group in the position of IT Desktop Support

The EXMAR Group is currently looking for an IT Desktop Support to reinforce the IT team in Antwerp.

Who we are and what we do

The EXMAR Group is an international player in the oil and gas industry. Our core activity includes the transport and transformation of oil and gas (and derivate products) over sea. More than 1400 seafaring crew and 250 shore-based staff daily join forces to provide our clients the best service and offer them innovative solutions. Together we make sure the world is supplied with gas which energizes both them and ourselves!

Your role in the team

To provide IT support services to the EXMAR offices and assets at sea for all IT related incidents and requests.

Your responsibilities and tasks include:



- Act as the **first contact person** for all IT related incidents and requests (both hardware and software related), keep end-users informed about the status;
- Create incidents and requests as per procedures in the **ticket logging system** and assign to the correct team;
- **Install and maintain** computers (desktop/laptop), mobile phones, tablets and peripherals related to desktop infrastructure, including migration of user data if applicable;
- **Record** new assets in the asset management system;
- Maintain the **IT knowledge database and user manuals**.

Your profile



- No specific degree requirement
- Minimum 3 years of helpdesk experience in a medium sized organisation
- You are able to work independently and communicate effectively and timely
- Extensive knowledge of resolving connectivity issues related to PC's and mobile devices
- Good knowledge of automation tools to deploy software
- Good knowledge of IT security on both PC as well as mobile devices
- Good knowledge of configuring, maintaining and troubleshooting PC hardware and Windows operating systems in a networked environment
- Holding relevant certifications in Windows operating system, Active Directory, networking
- Fluent in written and spoken English

Our offer



At EXMAR you operate a very international, dynamic and, innovative environment. With us each working day looks different. We offer a competitive salary, supplemented with a nice package of fringe benefits. Since we consider personal development and career planning important, additional in-house and external training is supported.

Convinced?



If interested, let us know by sending an email to hrprojects@exmar.be. We will get back to you to plan a first interview.

Good luck!