



C3 in SINT-MARTIN-LATEM looking for

# Helpdesk employee

## Job description

- You act as first and second line helpdesk (main task)
- You install and configure applications on clients (remote)
- You assist in maintenance for medical applications

## Profile

- Bachelor or Master degree or equivalent experience
- High ability of independence working
- Attach importance to quality
- Customer oriented working, both with external and internal customers
- Strong time management
- Knowledge of .NET, SQL, Oracle is a plus but not a must

## Graduation

- Bachelor degree
- Master (MA)
- Applied informatics degree
- Higher education of 1 cycle (formerly HO1C course)
- Do not have the required qualifications but the experience; we also welcome your letter of application.

## Job-related competencies

- Determine the resources needed to solve the problem and call redirecting if necessary (site maintenance, specialized technician, ...)
- Installation and configuration of IT and office equipment: Network Server
- User guide for troubleshooting and control of system remotely
- Perform an intervention: remote access
- Perform an intervention: On-site or at customer
- Assemble and integration parts of computer and office equipment
- Record the follow-up data on interventions



- Support the intervention dossier on cases based on the information from helpdesk, hotline
- Remote diagnosis for hardware and software problems
- Configure the workstation to user requirements and perform functional tests

## Personal skills

- Ability for Teamwork
- Coping with stress
- Customer-oriented good communication
- Work independently
- Willing to learn
- Goal-driven motivation
- Flexibility
- Following work instructions

## Language skills

- DUTCH (very good)
- ENGLISH (very good)

## Our Offer

- Immediate recruitment
- An autonomous function allowing initiative
- Attractive salary with fringe benefits
- Flexible working hours
- A small dynamic team

## Place of employment

C3 (HIM BE)  
Vlieguit 12  
9830 SINT-MARTENS-LATEM  
BELGIUM



## Where and how to apply?

Via e-mail: [tiny@c3.be](mailto:tiny@c3.be)

Contact: Tiny Vandoorne

Critical Care Company – C3 (HIM BE)