



GC Corporation was founded in 1921 in Japan and has developed itself into one of the most prominent companies in the development, production and distribution of a very wide range of dental products. Since 1972 **GC Europe NV**, our European Headquarter is located at the Researchpark Haasrode in Leuven. GC Europe NV supports and leads our different sales offices and supports authorized dental dealers. Our warehouse distributes our products throughout Europe, Middle East and Africa. Additionally, we offer state of the art products and systems for dental technicians. We are currently looking for an:

IT Service Officer

Purpose of the job:

The aim of this job is to provide technical support for daily operations and projects in a complex, distributed computing environment. The IT Service Officer performs a broad range of IT support services, to meet end-user requirements, in line with corporate procedures & standards.

Main responsibilities:

- Incident management: tracking, resolving and managing end-user support.
- Installation, monitoring, maintenance, support, optimization, and documentation of the IT infrastructure, including PCs, VMWare, wireless devices, switches, routers, and others as required.
- Demonstrating proficient knowledge of IT principles, practices, standards, technologies, and procedures.
- Proactively anticipating and resolving problems, and creating conditions and processes to support change.
- Being process oriented with the ability to lead, follow through on projects, tasks, and reporting.
- Performing complex analysis and completing tasks successfully in a timely manner.
- Supporting IT management in developing best practice methods, processes and procedures for WAN/LAN and data center operations.
- Monitoring, maintenance, and implementations for ensuring appropriate backup, disaster recovery, and business continuity.
- Performing local project management activities.
- Communicating with employees at all levels, both within IT and outside of IT.

Requirements:

- You are a quick learner, passionate about IT and someone who strives to deliver exceptional support to our internal customers.
- You have good analytical, problem solving and communication skills.
- You are a team player and open to cultural diversity.
- You have knowledge of commonly-used concepts, practices, and procedures for end user technical support (including remote desktop management tools).
- You have solid knowledge of Active Directory, Office 365, Server administration (including Linux) and virtualization, Network, WAN and VoIP.
- You hold a University degree in Information Technology or similar.
- You have 5+ years of professional experience as an IT Engineer in a multinational company.
- Professional proficiency in English is a must.
- ITIL, Microsoft and other certifications are a plus.

We offer you:

- Working for an international company a multicultural environment in Haasrode.
- Full time contract with flexible working hours.
- Competitive salary with hospitalization insurance, group insurance and Meal vouchers.

Interested?

Don't hesitate to send your CV and motivational letter to hr@gceurope.com.
In case of questions, please contact our HR department through +32 16 74 13 18

