

System/Network Support

I. General

- a. Position: System/Network Support
- b. Assuralia classification: IT 22
- c. Reports to: Department Manager/Line Manager
- d. Purpose of the post: Provision of technical support on a daily basis, possibly including achieving and guaranteeing the availability of the systems/networks, with the aim of maintaining the computer equipment and the associated systems/networks in operation.

II. Deliverables

a. Responsibilities:

- Required to make the first line assistance in a support mode to users. Analysis of queries from users, evaluation of the options, recommendations on solutions and acting as a point of contact for users on network and system problems, with the aim of ensuring good provision of service for the users.
- Evaluation, modification and development of the network and system infrastructure, with the aim of contributing to optimization.
- Acting as a point of contact on network and system problems for internal staff, with the aim of providing them with solutions.
- Providing for certain technical and security aspects of the IT systems and networks and for the integration of the data processing of these, with the aim of ensuring the security of the network/system.
- Management of the operation and maintenance of the network and system infrastructure within the insurance company, with the aim of guaranteeing the uninterrupted operation of the network/system and preventing any problems.
- Will be required to be the backup of the Network administrator

b. Collaboration

- Maintaining the continuity of positive collaborative arrangements within own team(s) and between own team and those in other departments, and also possibly with Head Office or other departments within the Group, with the creation, where possible, of synergistic benefits.
- Compliance with agreements with internal and external parties.

III. Required level of attainment:

- Relevant degree level education

- Relevant experience within the sector is a plus point
- good command of spoken and written Dutch or French.
- Command of spoken and written English.

IV. Competencies

- initiative
- communicating
- results oriented
- flexibility
- able to handle stress
- Eager to continuously learn and to acquire new knowledge related to network administration activities