



TCR Group – IT Service Desk Engineer (L1)



IT Service Desk Engineer (L1)

The Opportunity

We are seeking a highly motivated and dynamic IT Service Desk Engineer (L1) with technical expertise to join our team at TCR headquarters in Brussels. In this role, you'll be the first point of contact for our end users. Your mission is to deliver outstanding technical support and ensure seamless IT operations, playing a crucial role in the satisfaction and productivity of our employees.

A snapshot of what you will be doing here:

- Act as the **Single Point of Contact (SPOC)** for end users, delivering exceptional customer service.
- Handle and resolve IT queries via calls, chats, and emails, serving as a trusted liaison.
- Log incidents and service requests in the Service Management tool, maintaining accurate and detailed records.
- Perform initial diagnostics and troubleshooting, resolving issues where possible or escalating them as needed.
- Escalate complex problems to higher-level support engineers and coordinate resolution efforts.
- Monitor and track incident resolutions, ensuring adherence to **Service Level Agreements (SLAs)**.
- Keep users updated on the status and progress of their requests and incidents.
- Manage the full lifecycle of incidents, from reporting to resolution and closure, ensuring user satisfaction.
- Update asset and stock management information in the Service Management tool.
- Contribute to the improvement of internal processes and user-facing documentation.

We are looking for an individual who:

- Has at least 1 year of relevant professional experience as service desk engineer, ideally within an international environment.
- Holds a bachelor's degree in computer science, IT, Engineering, or a related field (preferred but not required).
- Is truly passionate about technology and committed to delivering exceptional customer service.
- Possesses foundational IT knowledge, particularly in **MS Windows, Active Directory (AD), Intune and Office 365**, with a strong eagerness to grow and learn.
- Has excellent communication skills with a user-centric approach.
- Communicates effectively with customers and colleagues.

- Is open-minded with a strong team spirit.
- Is fluent in English; both written and oral. Knowledge of Dutch or French is a strong advantage.
- You are eligible to work in Belgium and are looking for a full-time position near Brussels.

♥ **We think you will love working with us**

- You'll join a top international team, headquartered in Belgium, where you can gain hands-on experience with diverse IT challenges.
- We operate with streamlined decision-making processes, placing our employees at the core of the company's success and embodying our company values (integrity, open-mindedness, accountability, passion).
- We strongly believe in fostering entrepreneurship among our people, enabling you to make a real difference in ensuring smooth IT operations for your colleagues.
- You will be part of a supportive, high performing team that values collaboration and innovation.
- We provide opportunities for professional growth and development.
- Since 1999, we have been pioneers in promoting sustainability within the aviation industry.
- We foster a fun work environment with regular team activities, including golf initiation courses, darts tournaments, 'dog at the office' days, and Thursday social drinks.

Our company

At TCR Group, we're dedicated to revolutionizing the aviation industry by providing integrated solutions for Ground Support Equipment (GSE). Our comprehensive offerings include GSE rental, leasing, and maintenance services. With our headquarters located near Brussels and a team of approximately 1700 employees, we boast a global operational presence spanning over 200 airports across America, Europe, Asia Pacific, and the Middle East. Our relentless commitment to excellence has established us as a trusted partner for our customers worldwide.

Do you think we could be a match? We look forward to meeting you.

If you are passionate about IT and thrive on solving challenges while providing exceptional customer service, we'd love to hear from you!

Please note: We kindly request that agencies and recruiters refrain from contacting us regarding this job posting