

## Service Engineer

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Company: Eyetech Solutions

Location: Luxembourg

Category: other-general

### Description

#### What will you be doing:

**Troubleshoot mobile devices** including setup, email, and security tokens.

**Provide on-site technical support for system users.**

**Assist users issues** by using Active Directory, MS Exchange, O365, MDM, SharePoint, and DNS.

**Evaluate client IT systems' operational** efficiency and suggest improvements.

**Manage MS Exchange and Active Directory** keeping them up-to-date.

**Maintain systems, install new equipment, and make requested modifications to client infrastructure.**

**Manage ticket queue**, documenting, tracking, and closing tickets promptly.

**Utilize critical thinking** to evaluate solutions and apply effective resolution methodologies.

Communicate clearly with clients for **ticket updates and product availabilities.**

**Demonstrate urgency and professionalism** while managing client expectations.

## Profiles

### What do you bring:

**Degree in Computer Science/Information Technology** (or equivalent experience).

**Knowledge of VMware, Citrix, MDM, Disaster Recovery, Cisco, SAN, and Cyber Security.**

Experience in **systems maintenance and end-user technical support.**

Experience with **ticketing systems.**

Excellent **desktop and server troubleshooting** abilities.

**4+ years of IT experience** in enterprise or server-based environments.

Experience in **Windows Server, MS Exchange/365, Active Sync, Active Directory, LAN/WAN, MDM, and Microsoft Office Suite.**

**English** is mandatory.

### Offer

#### What they offer:

**Salary** around **€65,000** per year

**Remote work** possibilities

**Stable position** for a **well-known company**

**Meal vouchers** 40€

**Discretionary bonus**

**Health + Group insurance**

**Friendly and collaborative work environment**

## Career opportunities + trainings

Interested in learning more? Feel free to apply with your updated CV.

### - CONFIDENTIALITY GUARANTEED -

We will handle your application confidentially. However, feel free to mention it to your friends and family if they fit the profile sought for this position.

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