

IT Support Engineer

Are you looking for a dynamic role where you can make a real difference for your colleagues? Do you enjoy helping users with their IT-related questions and providing them with the best possible solutions? Then join Limburg's Most Attractive Employer as an IT Support Engineer.

As an IT Support Engineer, you are the first point of contact for technical questions within the organization. You handle requests received by phone, email, or in person and resolve them whenever possible. When more specialized skills or knowledge are required, you can rely on the support of experienced colleagues within the team. This enables you to continuously expand your own knowledge and expertise.

In addition to resolving support requests, you proactively identify potential issues and work on solutions and improvements before they become problems. You contribute to improving work instructions, technical manuals, and the overall quality and effectiveness of ICT services within the organization.

What will you do?

- Handling ICT support requests in person, by phone, and via email;
- Installing and configuring workstations and laptops;
- Testing installed workstations and laptops;
- Managing the intake and distribution of ICT equipment;
- Performing daily checks on various systems, such as backup systems;
- Monitoring the progress and resolution of incidents and service requests;
- Maintaining documentation and the knowledge base;
- Participating in the implementation, testing, and rollout of new projects;
- Creating and managing user accounts in Active Directory.

What does KLG Europe offer?

- A professional team with whom you achieve results and can look back on a productive workday with satisfaction;
- Employment with a growing and financially healthy logistics service provider where values and standards have played an important role for decades;
- 26 vacation days based on full-time employment. In addition, you receive an extra vacation day for every five years of service (referred to as loyalty days);
- A flat organizational structure with short communication lines;
- Extensive opportunities for training, personal development, and career advancement. Several colleagues have progressed to other positions and departments, and broad professional development is encouraged. Through the KLG Academy, various internal training programs are available. Personal development plans can also be created, and training and development needs are reviewed annually;
- Multiple social events and outings organized each year by both KLG and the staff association, including a summer BBQ, Venloop, staff party, Christmas lunch and drinks, beach volleyball tournament, Easter and Saint Nicholas celebrations for children, and other enjoyable activities throughout the year.

You can also watch our video about working at KLG Europe: [Working at KLG Europe](#)

Your profile

- Minimum completed MBO Level 4 qualification in ICT;
- Several years of experience in a similar role is an advantage;
- Experience with:
- Microsoft Office Suite, particularly Outlook and Teams;
- Service desk/helpdesk environments and ticket registration systems;
- Active Directory;
- Workplace hardware and end-user devices.
- Accurate and able to perform well under pressure;
- Broad knowledge and understanding of IT;
- A solution-oriented, creative team player;
- Good command of both Dutch and English, spoken and written.

About KLG Europe

KLG Europe is a global logistics service provider that successfully combines the strengths of a multinational company with the culture of a family business. Our people are our most important asset and form the foundation of our company and success. KLG Europe stands for Borderless Logistics, offering employees limitless opportunities alongside a stable and supportive working environment. We actively invest in the growth and development of our employees.

Location

Venlo

Interested?

Can you see yourself building a career at KLG Europe? Apply using the “Apply Directly” button on the vacancy page of our careers website.

For questions, please contact Patrick Kilian (IT Manager) Tel. +31 (0)77 440 2327

For more information we kindly invite you to visit our website www.klgeurope.com or www.werkenbijklg.nl.