



## IT Support Engineer

With you it becomes better! Will you join our team?

### ENAI

#### A safe and comfortable life

For professional service providers, we are happy to be the knowledge partner in continuity with solutions without having to worry about anything. We ensure that our customers can fully focus on their services. And in the background, we like to ensure that all information & systems are always available in a secure manner.

We supply the ENAI service platform for managed services. Our solutions are currently often used by professional service providers in the security industry.

We always see opportunities in connecting, interpreting and/or presenting information sources, making it possible for professional service providers to act not only reactively, but also proactively on valuable information.

#### What is the challenge?

We are looking for junior/mid-level IT professionals who are looking for an IT challenge with depth.

- Together with other colleagues, you are the first point of contact for user support and support to our customers.
- Analyzing, troubleshooting and solving problems with our software, configuration, network.
- Installing hardware and software and carrying out preventive maintenance, both remotely and on-site.
- You feel comfortable working with mission-critical systems and you are flexible in providing 24/7 customer service. (sema service in rotation)

#### #Education & experience

- MBO ICT level 4 / HBO work and thinking level
- At least 2 years of work experience (in an IT environment)
- Experience with analyzing and troubleshooting IT environments
- Experience with customer contact
- A declaration of reliability is no problem for you.

#### #Soft skills

- Communicative
- Empathy
- Service-oriented - the customer can rely on you - for simple and complex issues
- Direction - hands-on mentality - 24/7
- Decisiveness - Being able to draw the right conclusion in a tangle of information
- Strong drive for (knowledge) development

#### Technical skills

- Microsoft products and services
- Red hat Linux
- Knowledge of databases (Microsoft SQL, Progress, Postgress)
- VMWare virtualization
- Knowledge of networks (basic)

#### Additional useful

- Knowledge of storage systems such as NetApp, Synology, TrueNAS



- Knowledge of backup management, such as VEEAM
- Knowledge of the streaming platform Kafka

#### Company Profile

- IT consulting | Software development | IT support & management
- 24/7 character => Mission critical platform
- 30-40 employees
- Informal working atmosphere
- B2B
- #Although mentality
- On-site work