

## mateco IT – IT Application Support Analyst

### We're looking for a IT Application Support Analyst. Are you the one?

#### First of all, what does a Support Analyst do at mateco it?

As a member of the RUNIT department (Stage 2) you act as an intermediary between the business Key Users and the Local IT department (Stage1) and the Competence Centers and the software delivery teams (Stage 3) to maintain the global IT applications to ensure that we meet the business objectives and the needs of all the users.

#### Good. So what does that mean in detail?

- You will take up support-related activities regarding global IT systems and business-related processes, in close cooperation with Stage 3 (software delivery teams and infrastructure competence centers), in order to provide key-users and end-users with the most efficient and user-friendly tools and processes.
- You will capture and assess change requests (CR) from key-users and decide on next steps in collaboration with Stage 3 teams to ensure the system optimally meets the needs of the users.
- You will need to continuously identify opportunities to improve working methods and procedures in order to achieve more efficient and better results.
- You will have to provide training sessions, information, and documentation to users in order to guarantee a sufficient knowledge of existing or new applications and functionalities.
- You will help guarantee the set-up of support topics by participating within broader IT projects (e.g. Roll-out of applications, development of functionalities) in order to contribute to the implementation of the general support objectives set for mateco.
- You will be able to continuously update and maintain own knowledge, insights and technical skills regarding the relevant IT systems and business processes, in order to maximize expertise and apply this optimally within the organisation.

#### Ok. And what exactly would make you the perfect fit for this?

- You're proactive, critical and have an open mindset
- You take initiative
- You're very eager to learn
- You are absolutely hands-on: "Put your boots on, come step in the mud"
- You're a team player
- You're fluent in English, Dutch is a plus

#### Still sounds good? This is what we have to offer you.

- A big and modern IT environment with **lots of opportunities** to learn and contribute.
- **You will stay on top of your game** and you will be able to **take initiative and make a difference**.

- We offer a working culture built on **autonomy and mutual trust and respect**.
- Lots of flexibility: flexible hours and the ability to **work from home 2 days a week**.
- We offer an **attractive salary package** including a company car and numerous fringe benefits.
- A brand new office in Waregem to **work together with your team**

**Alright, convinced you are the one?**

Apply now!

<https://jobs.mateco-it.be/en>