

mateco IT – IT Support Engineer

Are you the IT professional everyone can rely on?

Do you enjoy solving technical problems and helping colleagues get back to work quickly? Are you looking for a varied IT support role where no two days are the same? Then you might be the IT Support Engineer we're looking for.

Based in Waregem, you'll support colleagues across our Belgian offices. As the first point of contact for IT-related questions and technical issues, you'll ensure our users receive fast, professional and customer-focused support.

What does your day look like?

Every day brings something new. One moment you're setting up a laptop for a new colleague, the next you're troubleshooting a Microsoft 365 issue or resolving a hardware or network problem at one of our Belgian locations.

Although your home base is Waregem, you'll regularly travel to our different offices to provide on-site support. Your technical expertise and customer-focused approach help keep our business running smoothly.

In addition to day-to-day support, you'll actively contribute to improving our IT services and participate in both national and international IT projects.

What will you do?

- Provide first-line IT support to end users, both remotely and on-site.
- Handle IT incidents, service requests and technical questions through our ticketing system.
- Analyse and resolve technical issues independently or escalate them to second-line support when required.
- Install, configure and maintain laptops, desktops, smartphones and other IT equipment.
- Support users with Microsoft 365, Windows and other standard business applications.
- Create and maintain user guides and technical documentation.
- Identify recurring issues and proactively suggest improvements.
- Contribute to national and international IT projects.

Who are you?

- You have a degree in IT or equivalent experience.
- You preferably have initial experience in an IT support environment.
- You have a solid knowledge of Windows, Microsoft 365 and Active Directory.
- Experience with Intune, Azure AD, Windows Server or networking is considered an advantage.
- You work in a structured way and maintain accurate documentation.
- You are customer-oriented, proactive and solution-driven.

- You enjoy working both independently and as part of a team.
- You are fluent in Dutch and English. Knowledge of French is a plus.
- You hold a valid category B driving licence and are willing to travel regularly between our Belgian locations.

Why join mateco IT?

At mateco IT, you'll become part of a modern, international IT environment where collaboration, initiative and personal development are key. You'll have the opportunity to contribute to the continuous improvement of our IT services while working with new technologies and exciting projects.

In return, we offer:

- A permanent contract.
- Waregem as your home base.
- Flexible working hours.
- The possibility to work from home up to one day per week, depending on operational needs.
- 32 days of annual leave.
- Hospitalisation and group insurance.
- Meal vouchers worth €10 per day.
- A laptop and smartphone.
- Training and development opportunities.
- A supportive team where knowledge sharing is encouraged.

Help shape the future of our IT environment

As an IT Support Engineer, you'll make a real impact every day. Your expertise ensures that colleagues can work efficiently and that our IT environment continues to run smoothly.

Ready to take the next step in your IT career? Apply today and discover what a career at mateco IT has to offer.

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