



We are looking for a

IT SUPPORT TECHNICIAN

Ontex is a fast growing international company where people are the most valuable asset. To reinforce our IT team in Buggenhout we are looking for a IT Support Technician, reporting directly to the Plant Manager.

Your role

- Support the business, first line support and incident management. Ensure tickets, backlog and response times are kept within the thresholds, defined by the Global Service Desk Team Lead.
- Take responsibility for the location infrastructure (includes modular cabling system, switches & servers).
- Discuss business needs with local teams, and ensure that both local business requirements and corporate initiatives are aligned.
- Provide assistance in Server or Network support, based on input of the Group Network & Sever Administrators.
- Prepare and coordinate new hardware/software deployments and upgrades.
- Maintain and administer the Global Asset Management system.
- Provides basic training to users on equipment and software operations. Instructs users on operation of local, company based applications.
- Translate and implement corporate IT policies, rules and regulations towards the local business.
- Follow up on purchases (within the global standard and required procedures).
- Drive change through the organization by creating an open and honest communication platform, respect all IT procedures, embrace and uphold digital safety and provide feedback when needed.
- Support the local telecom, manufacturing and mobile environment.

Your profile

- 2-3 years experience in providing support and services, preferably in a large end-user base environment
- Strong customer service orientation (“Customer comes first” mindset)
- Solid problem-solving skills
- Ability and desire to learn and evolve his or her skills.
- Hands on, proactive and responsible, with excellent interpersonal and communication skills
- Result-oriented, self-starting, self-motivated and able to work independently
- Team working and collaboration attitude
- Stress resistant, flexible
- ITIL Foundation v3 certified is a strong plus

We offer you

- A professional environment ideal for your personal growth and career development
- A fun working atmosphere where team spirit is the real deal
- A competitive salary in line with your experience

Interested?

Please send your CV and motivation letter to elke.de.vos@ontexglobal.com

About our office

Ontex Buggenhout has been there from the creation of Ontex and remains to this day the most important location for the production of incontinence pads. Every year around 1 billion pieces are produced. The range, which is exported worldwide, offers all kinds of solutions for light to heavy incontinence. Buggenhout is also the location of our Sales, Marketing and customer service organisation for the Benelux region. In recent years, we have made continuous investments in new machines and in the automation of packaging lines. As a result, Ontex Buggenhout has evolved into a high-tech production environment, thanks to the site's 500 trained employees, production runs 24/7.

About Ontex

Ontex is a leading international producer of disposable personal hygiene solutions for all generations. We distribute in more than 110 countries through leading retailer private labels, as well as under our own brands. The group employs 8,000 employees over the world. Ontex is listed on Euronext Brussels and is part of the BEL20® index. To support our continuous growth, we are recruiting multiple profiles, in various regions. If you want to be part of this exciting journey, join our online community by consulting our job opportunities!