

WE ARE LOOKING FOR OUR NEXT CHANGE-MAKER

IT SUPPORT

At Univercells, we are on a mission to make health equally accessible to all. We work every day to reinvent biomanufacturing processes, and develop or integrate the next innovative technologies.

Through the combination of process development and engineering expertise, we create synergies to deliver game-changing production capacities to achieve our mission: Biologics available and affordable to all!

This job is the perfect opportunity to contribute to our mission and be impactful.

Here, within the Biopark Charleroi Brussels South (Belgium), you will join a collaborative team full of passionate change-makers. You will provide direct support to all collaborators to maximize their productivity through efficient use of ICT equipment or software applications. You will be responsible for delivering timely and effective repairs to ensure optimal system performance and superior user satisfaction.

Is it appealing to you? You have a strong knowledge of all-round IT. Helping people and finding solutions is in your DNA? Let's meet!

Start your journey by dropping us an email at job@univercells.com

● RESPONSIBILITIES

- Provide user support and troubleshoot ICT problems and issues
- Maintain and repair hardware and software to ensure optimal system performance and superior user satisfaction
- Manage the procurement and inventory of IT assets and maintain records and databases
- Collaborate with the IT managers to minimize organizational cost through product standardization and tracking
- Liaise with infrastructure and telecom suppliers to take proactive action to ensure stable and secure applications and infrastructure to avoid potential service disruptions
- Optimize systems or component performance

● QUALIFICATIONS

- Information Technology degree or similar
- Min. 2 year's professional experience in IT support or a similar background
- Interest for working in a high technology and secure IT environment with innovative solutions
- Strong knowledge of all-round IT (Office 365, Windows 8 and 10, Datacenter, server, Voip, ERP, LIMS, ...) and multiple technology platforms
- Good knowledge of IT software for helpdesk ticketing, SLA and Asset management (Jira, Spiceworks, Freshservice, ...)
- Excellent communication and listening skills, enthusiastic and curious, stress-resistant
- Self-motivation and interest for start-up companies/SMEs
- Fluent French and English