

Arcadiz is looking for a

# SERVICE DESK ENGINEER

The Service Desk Engineer will play an integral part in the support service Arcadiz delivers to our customers in the BeNeLux with main focus on xWDM, Carrier Ethernet, MPLS-TP, IP transit.

## ABOUT ARCADIZ

Arcadiz is a dynamic enterprise specializing in high-end services and customized systems design for the European carrier, cellular, ISP and enterprise marketplace.

With offices in Belgium and The Netherlands, Arcadiz builds upon years of experience in building and maintaining transport networks, network design expertise, and long-standing partnership relations with leading suppliers to develop best-of-class solutions that meet even the most demanding customer needs.

## SEND YOUR APPLICATION

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[WWW.ARCADIZ.COM](http://WWW.ARCADIZ.COM)

## Responsibilities

- Act as central contact for our customer base
- Respond actively to incoming enquiries, incidents and RMA's within an agreed time limit
- Provide first line troubleshooting
- Channel and escalate any unresolved issues to next level stakeholders
- Proactively own the technical progression of standard incidents
- Responsible for communication with the customer

## Profile

- Higher education (professional Bachelor) or equal by experience
- Service Desk experience
- Customer service experience
- Technical troubleshooting experience
- Thirst for technical knowledge
- Open to on-the-job training of packet optical networks: xWDM, Carrier Ethernet, MPLS-TP, IP
- Team player with good communication skills
- Accurate reporting and documenting of activities
- Trilingual Dutch, English, French in speaking, reading and writing.

## Arcadiz offers:

- A challenging environment in a dynamic enterprise specializing in high-end services and customized systems design
- The ability to work with advanced technology
- A very attractive salary package with a mix of benefits
- Continuous Learning Development Program
- Stepping stone to more senior technical functions