



Vacancy Helpdesk / Project Support

If you are looking for a challenging position in application and project support, then look no further!

Eucon, Irelands leading short sea, tri-modal and feeder service operator has a vacancy for helpdesk/project support at our Rotterdam location in the Waalhaven area.

As the helpdesk support you will be the first port of call for internal / external users to review and troubleshoot user issues where you provide daily follow up and feedback.

You are also responsible for keeping the application in ship-shape through daily housekeeping / maintenance.

You will also have a key role in user acceptance testing and there will be opportunities to partake in projects to innovate and enhance our existing IT solutions to improve efficiency, service and flow of information.

Daily Tasks

- Answering helpdesk queries in a timely and professional manner
- Monitor, troubleshoot, diagnose and resolve issues over the various platforms (ERP, web portal, mobile app)
- Escalate issues to second line support / 3rd party suppliers and follow-up with users on resolution of issues after (internal / external) escalation
- Housekeeping of various system tables, reports and perform daily check and controls
- Maintain documentation on application configuration, functionality and troubleshooting
- Carry out acceptance testing in different environments over the various platforms
- Assist on various application and EDI projects
- Suggest improvements on functionality, procedures and processes

Competencies

- A relevant education (MBO or higher) or relevant experience
- A basic understanding and appreciation for information technology and security within systems and user devices
- Ability to think logically and work accurately, have a good memory on how the application works (full training will be given) and a have meticulous attention to detail
- A healthy degree of patience combined with excellent listening and questioning skills and the ability to interact confidently with users to establish problems
- Be decisive, flexible and eager to learn
- Ability to work as part of a team but also be self-driven with an awareness of prioritization of tasks
- Strong command of both English and Dutch language.
- Competent MS Office skills (Excel, Word, Outlook)
- Transport or Shipping background is advantageous but not essential (full training will be given)

Join our Team

We are offering you a fulltime position in a dynamic working environment with excellent primary and secondary conditions. If you are interested, please send your letter of motivation and CV to attention of Melissa Clinton (mclinton@eucon.nl)