

Service Desk Engineer

Requisition ID: 1598

Location:

Louvain-la-Neuve, BE

Department: MAS-DS-Infrastructure and Personal IT

Shift: Full-Time

Kind of contract: Open Ended Contract

Mission

IBA is a listed company, headquartered in Belgium, and employs 1800 people across the globe mobilizing their skills and passion to Protect, Enhance and Save lives

We develop, manufacture and support innovative equipment and software solutions for diagnostic, cancer treatment, and industrial applications.

Innovating for life since more than 30 years, IBA has opened new ways to diagnose and fight cancer and become the worldwide technology leader in the field of Proton Therapy, which is today the most advanced technologies treatment against cancer. Our core particle accelerators knowledge is unparalleled, with 100,000 patients treated on our proton therapy solutions and over 550 accelerators in operation globally.

Challenges we trust you with

As Service Desk Engineer :

- you will **analyze tickets** received from users **all over the world**
- you will be the **first-line support**, so you will **assign tickets** to other Teams if needed and **solve some tickets related to your knowledge** or related to our knowledge database
- you will **write procedures and documentation** if a new type of issue occurred and is not yet documented
- **deploying** computers and **repairing computers** will also be a part of your job
- you will take **calls** from users, so you have a **good level of English** (the default language for countries outside Belgium and France).
- you have good **social skills** is also needed to deal with users at our physical desk, to analyze, help, and resolve issues/requests directly with them.

What we value

- You have an IT background, or have a particular interest in this field
- You ideally have experience in a service desk environment
- You have knowledge of Office 365
- You have a good level of English

Cherry on the cake

IBA offers :

- Attractive salary package that corresponds to your experience level
- Homeworking (2 days/week)
- A team that listens and leaves room for everyone's development
- International environment (HQ based in Louvain-la-Neuve)

- Work at a Bcorp Certified company
- Good work/life balance

Procedure : if you apply for the position, you will have two interviews :

- First interview with HR
- Second interview with the manager of the team

Life at IBA

Diversity is fundamental to our culture. We value the uniqueness of individuals and the different perspectives and talents they bring to IBA. We learn from and respect the cultures in which we work, promote diversity within our workforce, and have an inclusive environment that helps each and every one of us to fully contribute to IBA's success.

The identity of IBA is characterized by a group of colleagues driven by motivation, curiosity, creativity, the desire to learn on a daily basis, by technical challenges and above all by a highly developed team and family spirit that makes the daily life smoother and more enjoyable!

By joining a team of about 40 nationalities and working on more than 45 different sites on 3 continents, IBA offers you the opportunity of a meaningful career with a direct impact in the fight against cancer.

We are driven by:

- Innovating in a cutting-edge technology environment
- Developing professional and personal skills by learning on the Job; by participating in challenging projects; top class courses
- Evolving in a friendly culture environment based upon solid values (dare - share - care - be fair)
- Acting autonomously and belonging to motivated teams with good work-life balance
- Contributing to a company where sustainability, safety and well-being are key to our success

If you are passionate, cause-driven, you can make this quest yours by joining our dedicated colleagues and give your career a new meaning.

IBA Group

IBA is offering a broad and amazing diversity of careers. For our business units to perform at their best, they can rely on various shared services that give the appropriate support to each activities so that they can run their business smoothly. Finance, legal, corporate communication, human resources play together a key role in the company growth.

IBA: Protect, Enhance and Save Lives

IBA is the world leader in particle accelerator technology and designs, produces and markets innovative solutions for the diagnosis and treatment of cancer and other serious illnesses, and for industrial applications such as the sterilization of medical devices.

IBA is driven by a mission to Protect, Enhance and Save Lives. IBA's innovative mindset, dedication to technological and scientific progress and long-standing open relationships with customers and partners make IBA a unique scientific company.

A committed company

IBA believes in a business model that creates shared and long-term value for all its stakeholders:

IBA increases market share and return for its shareholders, improves quality of life for its customers, patients and employees, and contributes to the well-being of the society. All while maintaining and restoring the planet's health. IBA has integrated this stakeholder approach into its company bylaws.

This vision is operationalized since 2021 by the B-Corp certification, a holistic tool to assess, benchmark and ultimately improve its sustainability journey.

Learn more about IBA and its technologies, download our new corporate brochure or visit [our corporate website](#).

<https://careers.iba-worldwide.com/job/Louvain-la-Neuve-Service-Desk-Engineer/937675055/>