



Let's connect...

Are you looking for a job where you can contribute to the continuing growth of a company that is expanding rapidly? Then don't hesitate to carry on reading!

Who are we?

BKM-Orange has been part of Orange Belgium since 2019 and provides quality ICT solutions in 4 areas. Unified Communications & Collaboration (UCC) solutions, IT solutions, Document & Visual solutions and Connectivity solutions. With more than 25 years of experience, we have grown into a reliable benchmark on the market. Across our offices in Hasselt, Steenokkerzeel and Ghent, our 230 specialist staff with experience and expertise, provide the best service to our 16,000 customers every day.

'We connect. We care.' That's why we do our utmost every day. With the right specialist knowledge and using the latest technologies, BKM Orange will relieve you of all your company's time-consuming ICT issues. As their trusted ICT advisor, we guide our customers through their digital transformation.

Would you like to strengthen our team? For our IT & Networks department we are looking for an:

ITN SUPPORT TEAM LEADER

What does it entail?

- Managing the service provision (support and requests for changes) of the IT & Network department (system, network, security) in accordance with the ITIL methodology, with the focus on the customer;
- Making sure that all ITN support tickets are dealt with properly in a timely manner;
- Communicating efficiently and pro-actively with stakeholders (customers, management, peers, etc.);
- Coordination, planning and follow-up of ITN support resources and tickets in order to provide 24/7 service;
- Managing the correct use of the supervisory, monitoring and documentation tools;
- Ensuring that there are well documented processes and procedures that are shared with the team;
- Acting as internal and external escalation point for all ITN support tickets;

- Managing, guiding and monitoring the ITN support team.

Who are we looking for?

- Preferably you will hold at least a bachelor's degree in ICT;
- You have at least five years' experience in ICT support;
- You have a thorough and proven knowledge of the ITIL framework;
- You communicate clearly, transparently and fluently;
- You are capable of building trust-based relationships;
- You work autonomously and methodically in a structured and organised way;
- You have a good grounding in IT Networks, security and infrastructure;
- You have the proven ability to manage a team;
- You know how to listen and come up with suggested solutions;
- You're administratively literate and interested;
- You're good at giving support and coaching;
- You speak and write fluent Dutch and French and have a good knowledge of English.

What are we offering you?

- The chance to form part of a strong, solid organisation;
- With over 16,000 customers, BKM-Orange is one of the biggest providers of ICT solutions and services in the Belgian market;
- We invest in quality training for our employees. This keeps you up to date with the latest technologies in the market and helps you grow professionally;
- A full-time job of indefinite duration;
- We offer you an attractive salary package with extra benefits over and above the legally obligatory ones;
- A challenge!

Do we get a click?

Then send your CV and covering letter right away with the reference 'ITN Support Team Leader' to jobs@bkm.be. We will handle your application as quickly as possible and with the necessary discretion.