



## Camco Technologies – Support Engineer 1st Line (medior)

### About the position

After an in-depth internal training, you will become part of our international Support Team. You'll be responsible for providing technical support to our global customer base and act as the first point of contact for technical issues, malfunctions, or inquiries.

You will work in rotating shifts from Monday to Friday: **06:00–14:30 and 13:30–22:00**.

#### Your Responsibilities

- Handle and follow up on technical customer inquiries via email and phone.
- Act as the first point of contact for technical incidents, defects, or outages.
- Identify and understand customer needs and troubleshoot issues effectively.
- Resolve issues within agreed timelines or escalate when necessary.
- Ensure accurate administrative follow-up of all support cases.
- Collaborate closely with internal Service Technicians for complex problems.
- Take ownership of customer issues and strive for practical, result-oriented solutions.

### Your profile

- Bachelor's degree in an IT-related field and/or at least **3 years of experience** in a similar role (e.g. Service Desk Engineer, Technical Support).
- Excellent knowledge of **Dutch** and **English** (both required).
- Additional languages (e.g. Spanish, German) are a plus.
- Strong communication skills and a customer-focused mindset.
- You are analytical, well-organized, and can prioritize effectively.
- You take initiative, are eager to learn, and thrive in a fast-paced technical environment.
- Solution-oriented, diplomatic, and able to work independently while being a strong team player.

### What we offer

- A **permanent contract** with a competitive salary package including a **company car, meal vouchers, eco vouchers, pension plan, health insurance**, and more.

- A dynamic position in a steadily growing and innovative tech company with over 200 employees.
- Clear career paths with opportunities to evolve into 2nd and 3rd line support roles.
- Possibility of hybrid work
- Comprehensive onboarding and continuous learning through knowledge sharing.

<https://www.camco.be>