

3D Systems Belgium is looking for a motivated

IT OPERATIONS SPECIALIST

About 3D Systems Belgium

3D Systems Belgium, formerly LayerWise, is a dynamic and leading enterprise, specialized in 3D Printing of metal components. 3D Systems Belgium is part of the international company 3D Systems.

3D Systems is a renowned developer of 3D-printers and a contract manufacturer of 3D printed parts. The synergy of both activities makes us a strong innovation partner for customers in the industrial and healthcare sector.

We believe in a culture of open communication, supporting each other and the value of trust & respect for the individual.

JOB SUMMARY

As a Global IT Operations Specialist, you will be responsible for providing comprehensive technical support to users worldwide, across a diverse range of platforms, including Windows, Linux, MacOS, iOS, and Android devices. Your primary goal is to ensure user productivity while adhering to established security and system-hardening standards. This role requires a strong technical background coupled with excellent communication skills to effectively engage with both technical and non-technical users.

In this position, you'll be responsible for a variety of computer systems administration and support tasks. This includes analyzing, troubleshooting, documenting, and resolving issues related to PC hardware, operating systems, software applications, peripherals, and communication devices. You will collaborate with engineers across different domains—such as network, system, and application development—to restore services and diagnose underlying issues.

Additionally, you'll be expected to take ownership of the digital workplace solutions, ensuring seamless integration and usability across platforms. This will require you to stay up to date with the latest technology trends and best practices in digital workplace management

We value flexibility, professionalism, and a proactive approach in our team members. If you enjoy problem-solving and helping others, we'll support your professional growth as you excel in this role.

RESPONSIBILITIES

- Provide second-level technical support for end-users, diagnosing and resolving complex technical issues promptly and effectively.
- Utilize strong analytical and troubleshooting skills to identify and resolve (end-user) issues related to Active Directory (AD), Azure AD, Entrust Identity (Entrust ID), and Microsoft Intune.
- Collaborate with the L1 support team to escalate and prioritize issues as necessary, ensuring timely resolution and minimal disruption to business operations.
- Act as a subject matter expert (SME) in AD, Azure AD, Entra ID, and Intune, providing guidance and training to junior team members as needed.
- Manage and oversee one or more digital workplace solutions.
- Perform onboarding and offboarding tasks, including provisioning and deprovisioning user accounts, access permissions, and resources in AD and Azure AD.

- Handle hardware installation and setup using Autopilot, ensuring seamless deployment and configuration of devices for end-users.
- Troubleshoot Autopilot deployment issues and hardware/software compatibility problems.
- Maintain accurate documentation of troubleshooting steps, resolutions, and best practices for future reference.
- Participate in the implementation and deployment of new technologies and systems, ensuring seamless integration with existing infrastructure.
- Drive continuous integration and automation in the support process, looking for opportunities to streamline workflows and reduce manual intervention.

PROFILE

- Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent work experience.
- Minimum of 3 years of experience in a similar role, or as a system administrator.
- Strong proficiency in troubleshooting technical end-user issues, especially those related to Active Directory (AD), Azure AD, Entrust Identity (Entrust ID), and Microsoft Intune.
- Excellent analytical and problem-solving skills, with a proven ability to diagnose and resolve complex technical issues swiftly.
- Experience using ticketing systems and IT service management (ITSM) tools to manage support requests and track issue resolution.
- Exceptional communication skills, both written and verbal, with the ability to convey technical information effectively to non-technical end-users. (Fluency in English is mandatory; proficiency in Dutch is beneficial to accommodate local users.)
- Demonstrated ability to work in a fast-paced environment, managing multiple priorities, and meeting tight deadlines.
- Certifications such as Microsoft Certified: Azure Administrator Associate, Microsoft Certified: Intune and Azure AD, or equivalent are a plus.
- Familiarity with the ITIL framework and best practices is preferred.
- Willingness to travel and participate in an on-call service for after-hours support as needed.
- Experience with scripting languages like PowerShell, Python, or Bash to drive automation and streamline IT processes is considered a plus.

WE OFFER

- A challenging job in a young and dynamic team
- A competitive salary and additional non-statutory benefits
- Career opportunities in a global company with exponential growth.
- Mainly working on site (Leuven) in combination with home working

INTERESTED?

Please send your resume and motivation mail in English to:

BelgiumCareers@3dsystems.com