VanEck®

Title: Service Desk Administrator
Location: Amsterdam, Netherlands
Department: Information Technology
Reporting to: Service Desk Team Lead
Working Hours: 8:00am – 5:00pm
FLSA Status: Full Time Exempt

Summary: We are looking for a Service Desk Administrator to join our Service Desk in our Netherlands office. In this fast-paced role, you will play a key role in the front-line support of technology throughout the company. This includes both in-person and remote technical support and assistance. In this role, you will perform and oversee the day to day operations of the desktops, phone systems, network Infrastructure, handling of user tickets, perform trouble shooting of network / systems issues for all VanEck offices. As a key member of the team you will be directly responsible for the successful implementation and support of the environment.

VanEck is a global asset manager which offers both passive and active investment products. A large part of the business is in Exchange Traded Funds (ETF's). The Firm has offices worldwide including its headquarters in New York and offices in Amsterdam, Frankfurt, Sydney, Zurich, Singapore, and Shanghai.

Essential Duties and Responsibilities:
Includes the following, other duties may be assigned as needed:
- Provide desktop support and general IT services to all employees
- Develop solutions & processes to enhance the desktop environment for all employees
- Troubleshoot user problems over the phone and with remote control technologies
- Create & implement desktop solutions
- Perform hardware & software analysis to identify sources of performance issues
- Responsible for patching workstation OS as well as third party applications
- In charge of facilitating and administration of company issued mobile devices
- Manage the provisioning of security related items from permissions, group membership(s) and revocation
- Create & execute desktop deployment, maintenance & security policies
- Coordinate and/or independently work on multiple, complex projects or tasks, working with team and management guidance
- Research, recommend and apply technical solutions to enhance productivity in meeting end user needs
- Provide support and assist with smartphone, mobile, tablet troubleshooting.
- Work with software and hardware vendors for product specifications, evaluation, technical problems and solutions
- Create and publish new documentation pertaining to specific Operating System issues in enterprise knowledge base. Provides solutions used by Service Desk support
- Completes additional tasks such as inventory, shipping, and imaging

- Assist in the configuration of end-user desktops (hardware & software)
- Provide basic end user training (software and peripherals)
- Complete new user setup for Workstation, Telephone system, and Software access

- Install and upgrade software for current as well as new users as need arises
- Configure, deploy, and upgrade workstations
- Help remote users with VPN problems
- Review system alerts; review, address, troubleshoot and escalate to appropriate team members
- Possess & display strong customer service skills when working with end users & colleagues within the IT department
- Interact & collaborate with other team members across the global organization
- Assist the Infrastructure engineers with racking, stacking of servers & networking equipment
- Accurately document all activities conducted
- Participate in a rotational on call schedule for weekend coverage (1x per month Friday evening 10:30pm – Sunday early afternoon).

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Supervisory Responsibilities:
This job has no supervisory responsibilities.

Qualifications:
- MS OS support (windows 10, Win7), MS Office applications (Office, Visio, Project, O365)
- Handheld phone and tablet support (Windows, IOS, Android)
- Excellent phone support with all employees, especially executive staff
- Knowledge & experience using Active Directory
- Knowledge of virtualization technologies such as VMWare
- Knowledge of IT Systems Monitoring software (Solar Winds Orion etc.)
- Computer deployment software (Acronis, Symantec ghost or etc.)
- Prior experience with a helpdesk ticketing system
- Knowledge & experience with antivirus / antimalware solutions (Trend, Malwarebytes, etc.)
- Apple (Mac OS X)
- Understanding of computer technology in a corporate environment
- Demonstrated ability to communicate and interact effectively with all levels of staff and clients
- Roll up your sleeve work ethic
- Ability to work in the Netherlands office a minimum of four days/week.
- Languages: Dutch and English

Education and/or Experience
- Degree in Computer Science with excellent academic grades
- Minimum of 3 years' experience providing direct end-user IT helpdesk and/or desktop support
- Previous experience within financial services a plus.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- The IT Team is client-focused so the individual must have sound inter-personal skills and be a good and willing communicator
- Good written and oral communication skills; good interpersonal skills
- Highly self-motivated and directed, with keen attention to detail
- Ability to effectively prioritize tasks in a fast-paced high-pressure environment
- Experience working in a team-oriented, collaborative environment
- Professional demeanor
- Eager and willing to learn new procedures/ideas
- Motivation & enthusiasm
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and employees of the organization
- Ability to list 30lbs regularly and up to 50lbs occasionally.