

**Type of contract:** Full time/ Undetermined

To support its growing operations in Luxembourg, Datacenter Luxembourg S.A. ([www.datacenter.eu](http://www.datacenter.eu)) is looking for a:

## Field Installation & Service Technician (m/f)

Datacenter.eu, a market leading Internet, Cloud, Connectivity and Colocation Services Provider, located in Luxembourg, is seeking a full time Field Installation and Service Technician. This is a customer-facing technical support role, hence you will be expected to have a good understanding of general IT support at Internet and server level, as well as a good understanding of networks equipment.

The role of the Field Installation & Service Technician is of assisting the existing technical team with remote & physical installations of our client's product-sets and offer remote training services.

On a daily basis you will be assisting with 1st line technical support, as well as helping users with our Cloud services.

Your mission will be as follows:

- Perform day-to-day hardware maintenance of servers, network equipment and peripheral devices
- Keep record of problem resolution procedures and equipment inventory
- Provide client technical support
- Provide remote installation, configuration & set-up services
- Provide physical intervention in our facilities and at client's premises
- Maintain rapport with customers by examining complaints, and identifying solutions, suggesting improvement methods and techniques
- Document all service and installation actions by completing forms, reports, logs and records
- Maintain customer confidence by keeping service information confidential
- Prepare and deliver all inventories. Maintain records of all incoming or outgoing goods.
- Perform other duties as assigned.

Given the main responsibilities of the Field Installation & Service Technician, and the required skill-set to perform this job, this position is ideal for both an experienced candidate, as well as for an entry-level applicant, who would be looking to join a growing and dynamic company with career progression possibilities.

### KEY SKILLS & EXPERIENCE

- Strong knowledge and skills in performing diagnostic, troubleshooting, and repairs of servers software, hardware, and peripheral devices
- Have at least 1 year of professional experience in a similar position
- Possess intermediate level of troubleshooting skills to discover root cause of IT issues, application error, basic connectivity, etc...
- Basic knowledge and understanding of networking, including cabling, connections to routers and switches, and its application
- Basic knowledge on Windows and Linux systems
- Strong ability to work independently and to follow instructions from different people

- Strong prioritization skills to be able to handle multiple tasks or projects simultaneously
- Be client-oriented
- Be tenacious and proactive
- Be able to work as part of a team, as well as under own initiative
- Speak and write in very good English & French
- Possess valid driver's license and ability to carry equipment.

## COMPENSATION

Datacenter Luxembourg offers a challenging job with varied tasks in a professional and dynamic environment. It offers An attractive package in line with your expertise.

Interested candidates can apply for this position by submitting their CV and cover letter via email using the following email address: [jobs@datacenter.eu](mailto:jobs@datacenter.eu) or via postal mail using the following address:

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