

Service Desk Administrator IT

Are you service-oriented, confident picking up the phone, and energized by supporting colleagues with IT-related questions? Would you like to work in an international environment and contribute to a healthier and more sustainable world? Then we would like to get to know you.

Service Desk Administrator IT

40 hours per week | Berkel en Rodenrijs (near Rotterdam)

About the IT Department

The IT department at Koppert supports both the Dutch organization and our international subsidiaries. The department consists of approximately 25 colleagues across several disciplines: Infrastructure, Service Desk, Applications and BI.

Within the Service Desk, you work together with four colleagues and act as the first point of contact for all IT-related questions from local and international colleagues. You collaborate daily with other IT teams and have frequent contact with end users.

What will you do as an Service Desk Administrator IT?

No two days are the same at the Service Desk. You ensure that colleagues are supported quickly and effectively with IT issues, enabling them to perform their work optimally.

Your responsibilities include:

- Receiving, registering and resolving IT incidents and service requests (by phone, email and ticketing system)
- Prioritizing and monitoring tickets
- Providing support for workstations, hardware, peripherals and user accounts
- Working with Active Directory (e.g. user accounts and access rights)
- Resolving first-line IT incidents and escalating where necessary to Infrastructure or Applications teams
- Supporting colleagues in offices, production environments and meetings
- Preparing and issuing laptops and mobile devices for new employees
- Contributing ideas to improve IT processes and service delivery

In addition to day-to-day support, you will have opportunities to contribute to IT projects or improvement initiatives, depending on your interests and experience.

What do you bring?

To be successful as an Service Desk Administrator IT at Koppert, you bring the following:

Education & availability

- Proven MBO-level (secondary vocational) working and thinking level, preferably in the field of ICT
- Affinity with IT and working in a service-oriented / support role
- Available 36–40 hours per week, working between 08:00 and 17:00 (spread over five days)

Technical knowledge & experience

- Experience working in an IT environment
- Practical knowledge of Active Directory
- Experience with IT support, service desk work or ticket handling is a plus
- Experience with ticketing tools (e.g. FreshService) is an advantage
- Basic knowledge of ITIL or IT service management is desirable

Communication & skills

- Good command of both Dutch and English, verbally and in writing (The primary working language within the team is Dutch)

- Communicatively strong and comfortable handling phone calls
- Customer-focused, proactive and service-minded
- Able to prioritize and remain organized in a dynamic environment
- Accurate working style with a solution-oriented mindset

What do we offer?

When you join Koppert, you can expect:

- A role within a growing, international family-owned company with strong societal impact
- A gross monthly salary between €3,028.25 and €4,037.67 (based on full-time employment), depending on knowledge and experience
- An annual variable bonus scheme of up to 3% (based on company and individual performance)
- 28 days of annual leave, consisting of 25 vacation days and 3 roster-free days
- Option to purchase up to 10 additional vacation days (based on a 40-hour work week)
- An excellent pension scheme, with Koppert contributing 70% of the premium
- Participation in a bike plan and discounts on gym memberships
- Development opportunities via the Koppert Academy, training programs and conferences
- A varied role with contact with colleagues all over the world
- Room for initiative and ideas
- A healthy lunch in our company restaurant
- A pleasant working atmosphere with committed colleagues

Why Koppert?

At Koppert, we work with nature to create sustainable solutions for agriculture. By using natural enemies, pollinators and biostimulants, we help growers worldwide keep their crops healthy, resilient and productive. As a family-owned company, we value collaboration, trust and care for both people and the planet.

Interested?

Apply via the Apply button and upload your CV and motivation letter.

For more information about this role, please contact Jennifer van der Weel (Recruitment Business Partner) via recruitment@koppert.nl.