# System Engineer Citrix

## Context of the job:

With over 1500 employees, Cegeka is one of the most important ICT providers in Benelux. We develop, implement and manage IT applications and infrastructures for medium-sized and large organizations. We overcome challenges for clients in the healthcare, social security, retail, public, industry, logistics and financial sectors. Customers use our services to implement and integrate IT infrastructures, managed services, outsourcing, user support, desktop management, the development and implementation of applications, technical support and consultancy. With our own data centers in Hasselt (BE), Leuven (BE) and Veenendaal (NL), we are ready for the future and for new business models, and so are our customers. As well as the Belgian domestic market, Cegeka also has branches in the Netherlands, Poland and Romania, where we have subsidiary companies for remote management and software development.

## Job mission:

As a system engineer with profound knowledge of Microsoft environments with Citrix integrations, you will be responsible for the complete management of workplace infrastructure from one or more clients. Additional tasks consist of designing, implementing, troubleshoot and review complex infrastructure solutions with our clients. Besides constructing the technical concept, you are able to think along with the client to work out an optimal end to end solution for him.

Your working hours will be Monday to Friday with shifts that can vary between 07:00 – 23:00 hours EET

## Position responsibilities:

- Offering 3rd line support for end user incidents of the Cegeka client(s)
- Create and update procedures and draw up configurations which enable 1st and 2nd line to have the necessary tools at their disposal to guarantee the stability of the IT infrastructure within the agreed service levels
- Pro-actively do research about the clients IT infrastructure and propose improvement ideas

- Implement request for changes within the client environment
- Improve and maintain relevant know-how and technical competences in order to maximize own potential and apply this within the organization

## Candidates must possess:

- Profound knowledge of:
  - ➢ All aspects of Windows 7,8 (XP) within an enterprise environment
  - ➢ Citrix XenApp
- Solid knowledge of:
  - ➢ Interaction of Citrix various Citrix technologies within an enterprise environment
  - ➢ Windows server 2008/2012
  - ➢ Active Directory, Group policies, Powershell
  - ➢ Networking technologies
  - ➢ AppSense
  - ➢ System Center Configuration Manager 2007/2012
  - ➢ Exchange+Outlook
  - ➢ Office 365
  - ➢ Office suite within an enterprise environment
- Following aspects are considered to be an advantage:
  - ➢ Microsoft, Citrix and/or AppSense certification(s)
  - ➢ ITIL certification
  - ➢ Technical project management experience
  - ➢ Advanced knowledge of Microsoft System Center suite

## Abilities required:

- Minimum 3 years in a support engineer position within a Microsoft environment with Citrix integrations
- Bachelor degree or higher
- Demonstrated ability to recognize and react to situations with an appropriate sense of urgency and ownership
- Possess the ability to work independently and show initiative
- Team player
- Customer focused

- Speak, read and write English fluently

**Offer (benefits, bonuses):**

- Meal Vouchers
- Medical Insurance
- Access to various training programs
- Long term career development programs
- Flexible and friendly working environment within a dynamic team
- Organized Team Events offered by the company (team-buildings, free time activities such as paintball, football, etc.)
- Being part of a growing organization with Belgian roots