



Senior Onsite Support Engineer

TAQA Energy is involved in the exploration, production, transportation and storage of oil and natural gas in the Netherlands. As a 100% subsidiary of Abu Dhabi National Energy Company (TAQA), an independent water and power company with the state of Abu Dhabi being its major shareholder, TAQA Energy B.V. together with TAQA's subsidiary company in the United Kingdom, acts as a vehicle for growth in Europe. TAQA Energy operates on and offshore production installations and the Alkmaar Peak Gas Installation (PGI) which stores and delivers gas to the Dutch national grid to help meet high demand for energy during the winter months. Together with the Dutch state TAQA is planning to invest €800 million in realizing the Bergermeer Gas Storage facility, Europe's most advanced and largest third party access gas storage facility, near Alkmaar. Once complete it will provide a reliable seasonal supply of natural gas and form part of a broader energy infrastructure for North West Europe.

TAQA has the following vacancy in the Netherlands:

Description

You will join TAQA's growing Global IT Operations organization as a Senior Helpdesk & Onsite Support Engineer in The Netherlands. You will play a key role in the IT Service Desk team, which provides support to 250-300 end users for a variety of IT systems, services and applications. This covers areas such as Windows computers, MS Office, LOB applications, VoIP, mobile phones and smart phones, multi functional printers and audio/video conferencing.

Together with the other (3-4) onsite support engineers you will provide first and second line support. You will work closely with the Global Infrastructure teams that are located in The Netherlands and Abu Dhabi.

Roles and Responsibilities

- Provide technical support for office staff. This can be onsite, or remotely (by telephone and remote desktop support tools)
- Troubleshoot (investigate and resolve) incidents related to supported IT services
- Execute changes (Install, Modify, Add, Change) on supported IT services
- Backup for 1st line support, by answering phone, processing email and receiving 'walk up' end users
- Follow up on alerts from IT monitoring systems
- Administration of relevant information (incidents, changes, CMDB, software, warranty information, etc.)

- Create and maintain documentation (procedures, work instructions, manuals, knowledgebase, etc) related to supported IT services
- Track and arrange for delivery and pick up of equipment sent to repair facilities

Business Qualifications

Essential:

- MBO working level, preferably in CS or IT
- Familiar with Windows XP
- Certified in Windows 7 (Enterprise Desktop Support Technician)
- ITIL Foundation v3
- Familiar with IT Service Desk tools, for registering and tracking requests
- Familiar with DNS, DHCP, Active Directory
- Familiar with networking essentials (IP addressing, WAN, LAN, VLAN, routing, switching)
- Familiar with BlackBerry devices and standard Mobile Phones (Nokia)

Preferred:

- MCSE 2003 and/or MCITP 2008
- Cisco CCNA
- SCCM certification (70-401)
- Familiar with managing and maintaining Cisco Callmanager (CUCM v8)
- Familiar with BlackBerry Enterprise Server
- Familiar with Citrix services
- Familiar with OpenText eDOCS (previously know as Hummingbird)
- Familiar with monitoring systems (Solarwinds, SCOM)
- PRINCE2 Foundation

Skills and Competencies

Essential:

- Expert in desktop support for standard IT services, with a minimum of 6+ years experience in an IT support role
- You know how an IT Service Desk operates and have excellent knowledge of relevant Best Practises (incl ITIL)
- Enthusiastic, energetic and pro active personality.
- Good interpersonal and customer care skills. You understand what customer service is
- Excellent communication skills. Fluent English & Dutch speaking and writing
- Good analytical and problem-solving skills
- The ability to learn quickly and easily familiarize with new technology
- Ability to work well on an international team with multiple stakeholders
- Team player, who is also able to work independently
- Availability for minimal travel to remote offices and sites in the Netherlands, like Haarlem, Alkmaar and (potentially) offshore locations and temporary Oil & Gas production and/or drilling sites
- Ability to be on call

Preferred:

- Familiar with IT services in Oil & Gas, Energy or Utilities industry

- Ability to identify options for improvement and the ability to contribute to technical enhancements and process improvements

Details

Estimated start date : 1 February 2012
Working hours : Full time
Duration : 12 months (from 1 February 2012 until 31 January 2013) –
Consultancy position
Location : The Hague
Team : IT
Supervisor : Service Delivery Lead

Please note there are plans in place for the TAQA Energy Head Office to move to the Alkmaar region after completion of the Bergermeer project.

Applications

If you are interested in this position, please send your CV and letter to our HR department

E-mail: hr.nl@taqaglobal.com
Address: Prinses Margrietplantsoen 40
2595 BR Den Haag