

Dstny – Technical 1st Line Support

About the role

As a 1st Line Support agent, you're the first point of contact for our customers and partners whenever they need technical help.

You listen to the issue, ask the right questions, and work with the customer to find a solution. You handle everything from straightforward requests to trickier technical issues, and make sure every case is properly followed up.

You don't need to be a specialist in our products or telecom solutions from day one. What we're really looking for is someone with a solid technical foundation, logical thinking, and a genuine interest in growing into IT, telecom, and cloud communications.

You work closely with your 2nd Line colleagues and specialist teams whenever an issue needs deeper analysis or expertise.

What will you do?

Helping customers and solving problems

- You're the first point of contact for technical questions and incidents.
- You analyse issues by asking the right questions and gathering the right information.
- You look for solutions independently, within your knowledge and capabilities.
- You help customers with issues related to their IT, telephony, network, or communication environment.
- You actively follow up on open questions and incidents until they're resolved or properly escalated.
- You communicate clearly and professionally with customers and colleagues alike.
- When an issue is more complex, you make sure the handover to the right specialist colleague goes smoothly.

Technical know-how

You'll come into contact with a range of technologies, including:

- Networks and internet connectivity
- IP, DNS, and DHCP
- Telephony, SIP, and VoIP
- Microsoft 365 and Windows
- Cloud communications and UCaaS
- End-user equipment

Admin and follow-up

- You log and document incidents and requests accurately.
- You keep tickets up to date and make sure nothing falls through the cracks.
- You spot recurring issues and flag possible improvements.

- You share knowledge and solutions with your colleagues.

What we're looking for

Someone with a genuine interest in tech who enjoys solving problems.

For example, you have:

- Some first experience in IT support, a helpdesk, technical customer service, or a similar environment.
- Or a technical background or training that shows you have a solid technical foundation.
- Basic knowledge of networks and IT.
- Logical, analytical thinking.
- A real interest in technology and the drive to keep learning.
- Strong communication skills and a customer-focused mindset.
- A structured way of working.
- The independence to dig into a problem yourself before asking for help.

Languages

- You're fluent in Dutch and French, spoken and written.
- You have a good command of English.

Why this role?

This is a great starting point if you want to grow technically and build a career in IT, telecom, networking, and cloud communications.

You'll get the chance to build knowledge across different technologies and grow into more specialised support roles.

You'll join a team where you work alongside experienced colleagues, taking on more responsibility step by step.

What you can expect

Our offer

- **Competitive salary**, based on your experience
- **Permanent contract**
- **Electric company car** with charging card or a flexible **mobility budget**
- **Meal vouchers** (€8/day) and **hospitalization insurance**
- **Seniority leave**: up to 4 additional days of leave
- **Flex Income Plan**: tailor your own benefits package using your 13th month budget (additional leave, technology, bicycle, and much more)

Benefits

- A role with real responsibility in a growing company, with excellent opportunities for career development and training
- Flexible working hours and the possibility to **work from home up to 2 days per week**
- A brand-new modern office designed around the wishes of our Destinians
- A friendly atmosphere with regular team-building activities and company events
- Benefits@Work: enjoy exclusive discounts at hundreds of leading brands and retailers
- Fresh soup, fruit, and great coffee every day

Do you have a technical background, enjoy helping people, and get a kick out of solving problems?

We'd love to hear from you — even if you don't know all the technologies in our environment yet.

<https://dstny.com/>