

## ICT Support Employee

At the beginning of your ICT career? This job might be something for you!

As an ICT Support employee, you are the first point of contact for the organization. In case of a question or ICT problem, you speak to the customer by telephone, and you handle ICT problems on location. You will be supported by a team of ICT specialists who can help you if you can't figure it out yourself. You can then continue to improve your ICT knowledge.

### Responsibilities:

- Serve as the first point of contact for customers seeking technical assistance.
- Diagnose and resolve technical hardware and software issues.
- Provide timely and accurate customer feedback.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- Document and track customer issues and resolutions in the ticketing system.
- Assist in the setup, configuration, and maintenance of IT equipment and software.
- Collaborate with the ICT specialists team to escalate and resolve complex issues.
- Conduct regular maintenance and updates to ensure systems are secure and efficient.
- Provide training and support to end-users on various software and hardware.
- Participate in the development and implementation of IT policies and procedures.
- Stay updated with the latest technology trends and advancements to continuously improve ICT knowledge and skills.

### Your profile:

- Completed MBO level 4 ICT management or a comparable education or demonstrable level of knowledge
- Knowledge of Office 365 products
- Knowledge of common workplace software and/or workplace management
- Affinity with ICT hardware and software troubleshooting
- Knowledge of network and/or server management is an advantage
- Good communication skills and customer-oriented attitude
- Solution-oriented thinking and being able to empathize with the customer
- Flexibility in deployment, sometimes there are activities where you have to help outside office hours or on weekends
- You have a command of the English and Dutch language

### About St. Eustatius Health Care Foundation

The St. Eustatius Health Care Foundation (SEHCF) manages the island's premier and only medical facility. Our dedicated team of 65 professionals includes nurses, doctors, supporting administrative staff, a midwife, a physiotherapist, a gynecologist, and specialized Practice Nurses for chronic care, ensuring comprehensive primary care services for our community.

At SEHCF, our commitment to excellence is reflected in our diverse range of healthcare services. From outpatient services featuring general practitioner care and visiting specialists to community (home) care, emergency response, inpatient care, physiotherapy, and advanced diagnostic services

in our laboratory and X-Ray departments. In short, we deliver primary care+. We work hard every day to be a good primary care + medical center, continually enhancing the quality of care for the local population.

We work closely with various stakeholders in our daily operations. For elective specialist care and emergency referrals we maintain strong partnerships with medical centers in St. Maarten and hospitals in Bonaire and Curaçao. Additionally, we work closely with key stakeholders, including the Ministry of Health, Welfare, and Sport and local public health organizations like GGD and GGZ.

### What we offer

- **Part-time position:** 20-32 hours per week; for a period of one year
- **Competitive benefits package:** In accordance with our Collective Labor Agreement
- **Pension and health coverage:** Participation in the Dutch Caribbean Pension Plan and Zorgverzekering BES health insurance plan.

### Interested?

We invite you to submit your resume with a cover letter, copies of your diplomas and certificates, and two references to SEHCF to Mr. Bart Dieben, Manager Finance, Supply Chain & ICT, via email: [hr@sehcf.org](mailto:hr@sehcf.org) and cc: [bart.dieben@sehcf.org](mailto:bart.dieben@sehcf.org). Mr. Dieben can also be contacted for questions via tell: +599 3195021.

**Closing date: April 30<sup>th</sup>, 2025**

