

IT Support Engineer

About Aerospacelab

Our mission is supported by an ambitious vertically integrated approach: design & manufacture of small satellites combined with development of earth observation services.

Since its creation in 2018, the company has already grown substantially. Our team gathers more than 25 engineering expertise, from hardware design to software development & data science.

In 2026, Aerospacelab counts offices in Louvain-la-Neuve (Belgium), Toulouse (France), Lausanne (Switzerland) and US West Coast with more than 350 full-time employees, with the ambition to position itself as the European leader in small satellites.

Responsibilities for IT Support Engineer

- Responding promptly to user helpdesk calls and advising them accurately on what action to take
- Ensure a rigorous and daily follow-up of these calls (from the recording of the problem to its solution, respect of deadlines, possible information to the members of the infrastructure service, to Aerospacelab partner companies, and/or to colleagues, ...).
- Ensure weekly reporting of call handling statistics - in order to improve service quality.
- Execute CMDB update tasks following incident resolutions and change implementation
- User-rights management
- Follows established processes and procedures
- Propose and improve Knowledge Base articles
- Reinforce the Proximity team in case of exceptional workload.
- Laptop & Desktop preparation and configuration.
- Basic servers & infrastructure tasks
- Ensure the proper use of the ticketing tools set up (identification of problems/issues, classification, recording and follow-up);
- Report complex or unresolved incidents to the infrastructure team and/or service manager.

Qualifications for IT Support Engineer

- A strong working knowledge of computer systems, hardware, and software.
- Good problem-solving, analytical, and team-working skills.
- Excellent communication and interpersonal skills.
- An openness to learning new technologies
- Stress tolerance
- Knowledge of French and English

Must have

- Advanced technical skills across Microsoft and Linux operating systems

- Experienced with Apple Products (MacOS/IpadOS/IOS), proficient in Microsoft Office 2013/2016/Office365 Suite, Teams/Skype/Zoom
- Understanding of Antivirus Protection Software, and VPN Solutions, Networking configuration and management skills
- Advanced Print Management solution support and knowledge and Audio visual and conference room tools and technology experience

Location

Aerospacelab Megafactory

Avenue Emile Rousseaux 3, 6001 Charleroi, Belgium

Department

IT & Security

Office

Megafactory

Contract type

Permanent

What we offer

Build your own career path

Direct impact on the growth of the company

Flat hierarchy

Fast-paced environment

Flexible ways of working

Salary package consistent with your experience