

## Orac Decor – IT Operations Specialist

### IT Operations Specialist

#### With a passion for technology and eye for detail!

Are you an IT Operations Specialist looking for a new challenge? We're seeking a highly skilled and motivated IT professional to support our national and international end users in their digital needs. Let us introduce ourselves!

At Orac, we believe every wall is a blank canvas. Where others see a flat surface, we see a world of possibilities. Welcome in the world of Orac. The world of architectural elements, made for walls.

We are a family-owned Belgian company that has been a leader in architectural elements for walls for over 50 years. From our headquarters in Ostend, our innovative products are available across Europe, from Paris to Köln, London, Barcelona, Slovakia, Lecce, and beyond.

Our commitment to sustainability is at the heart of everything we do. We strive to make a positive impact not only today but also for future generations. Sustainability is a core value that guides our choices—choosing the good one for our planet, people, and community.

We believe in a world in which digital technologies and data enhance the customer experience. A solid digital backbone combined with strong local teams is a powerful mix for our growth.

### Your role

Provide technical helpdesk support by troubleshooting hardware and software issues to ensure smooth operations.

- Maintain and secure IT systems, including installing, configuring and updating software applications and operating systems.
- Manager user accounts in systems such as Active Directory to ensure proper access control.
- Identify and report recurring issues, proposing preventive measure to improve system reliability.
- Deliver end-user training on software tools and best practices while staying up-to-date with the latest technology trends.
- Collaborate with IT colleagues, vendors, and third-party service providers to resolve technical issues efficiently
- Communicate effectively with non-technical users
- Communicate technical solutions clearly and effectively to non-technical users

### This is how we describe you...

- A higher degree in Information Technology, Computer Science, Engineering, or related field

- At least 2 years of experience in IT operations, system administration, or technical support
- Strong understanding of IT service management (ITSM) best practices
- Proficiency in Microsoft 365, MS Entra, and Active Directory
- Excellent organizational, communication, and interpersonal skills
- Detail-oriented with a pragmatic and proactive approach to problem-solving
- A strong customer-focus mindset and the ability to work effectively as part of the team.
- Fluency in English for effective communication with on-site and international teams.

**Bonus points**

- A solid understanding of IT/OT network systems
- Knowledge of data protection and information security principles.
- Experience with IT service management frameworks such as ITIL

**And of course, our offer to you...**

We give personality to walls and opportunities to personalities!

A challenging and rewarding role within a creative and inspiring team

- Professional growth and development opportunities.
- Modern work environment with latest technologies (MS Azure Cloud platform)
- Flexible hours and home office policy
- A clear sustainable strategy
- With the team, we regularly attend various sport events. Welcome!
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- PASSION, INSPIRATION and LOYALTY are our values. Join a dynamic company with a fun and stable working environment. We would like to welcome you to our ORACIAN family!

<http://www.oracdecor.com>