

# IT Data Analyst

## Description

### Company Description

We are Netcompany-Intrasoft, a member of Netcompany Group A/S, and a leading European IT Solutions and Services company with a strong international presence and expertise, dedicated to responsible digitalization. We offer innovative and added-value solutions of the highest quality to a wide range of public and private organizations while being a key player in the EU Institutions for the past 30 years. We hold an outstanding record of 500+ organizations in 70+ countries, that have chosen our solutions and services, to fulfill their business needs. Our team of 3500+ professionals is our driving force and most valuable asset.

For more information regarding our company, current projects, job openings around Europe, and life at Netcompany-Intrasoft, please visit our website: [www.netcompany.com](http://www.netcompany.com).

### Job Description

Joining us as an **IT Quality Analyst** you will be responsible for evaluating and analyzing the quality of IT services relying on multiple sources such as ticket processing checks, KPIs, surveys on users and customer satisfaction, and audits. You will work closely with the Quality Controller, Service Delivery Manager, the Quality Manager, and the CSI Manager to identify and analyze issues. Your contributions will be vital in delivering high-quality solutions to our clients and end-users.

As an **IT Quality Analyst** you will:

- Review of the ticket's information and processing from the content point of view
- Identify the areas of improvements for each service and agent
- Analyze of stakeholders and users' satisfaction surveys results
- Review and maintain Quality check procedures and training materials
- Work in cooperation with CSI team for automations and improvement proposals
- Track and document common issues and trends in content quality
- Maintain thorough records of content evaluations and feedback
- Contribute with inputs to the Artificial Intelligence (AI) based algorithm supporting automated Quality Checks
- Perform processes and documentation audits

### Qualifications

**What would make you a fit for the role:**

- Good knowledge of advanced MS Excel functions
- Proven experience in editing processes related to documents, proofreading, quality control
- Excellent written and verbal communication skills
- Strong attention to detail and a keen eye for quality

### Hiring organization

Candidate-1st

### Employment Type

Full-time

### Beginning of employment

asap

### Job Location

Brussels, Belgium

### Working Hours

40

### Base Salary

euro EUR 61K - 104K \*

### Date posted

June 1, 2024

- Very good spoken and written knowledge of English and French
- Previous experience in technical customer support
- Good analytical skills and ability to identify gaps
- Proactive, initiative to propose and implement solutions
- Multi-tasking and adaptability
- Results-oriented, punctual, meticulous, and reliable

**It would also be a plus if you match some of the following:**

- Knowledge of reporting, visualization, and AI tools
- ITIL Foundation certification
- Experience auditing processes

## **Additional Information**

**Being a part of the Netcompany-Intrasoft team, you will be provided with:**

- The opportunity to work in a modern environment
- A competitive compensation & benefits package
- Hospitalization plan
- Hybrid working model
- Meal and commuting allowance
- Well-being activities (on-premises)
- Continuous learning opportunities using the most modern methods (unlimited access to Udemy for Business, ad-hoc training)
- A personalized development plan for targeted career growth

If you are looking forward to being part of a diverse environment and having the opportunity to work alongside well-experienced professionals, on challenging, large-scale projects that directly impact millions of citizens around the globe, then this is the place to be!

By joining Netcompany – Intrasoft **Belgium**, you will be an integral part of a distinguished team of **600+** tech enthusiasts working on international projects, primarily within the European Institutions market. Whether you're collaborating with clients on their premises or harnessing the power of cutting-edge technologies at our facilities, you'll have the opportunity to shape the future of digital services in an environment that values your ideas and fosters your growth.

**#LI-MA1**

### **Our culture**

Our people are the most important element of our success. Our work life is well defined by our set of fundamental **Values**: <https://bit.ly/3SSbBzU>

**#BePartOfSomethingGreat!**

**\*Please submit your CV in English**

**All applications will be treated as strictly confidential.**

### **How the process will look like**

Your teammates will gather all requirements within our organization. Then, once priority has been discussed, you will decide as a team on the best solutions and architecture to meet these needs. In continuous increments and continuous

communication between the team and stakeholders, you're part of making data play an even more important (and understood) part withing Brand New Day.

### **Job Benefits**

EUR 61K – 104K \*