

IT SUPPORT SPECIALIST

We are seeking an IT Support Specialist for our Curaçao office. The IT Support Specialist is responsible for providing technical assistance, support, handle user requests, resolve technical issues, and support implementation of new technologies.

Main Activities and Responsibilities

- Provide professional IT support for hardware, software, and network systems
- Diagnose, troubleshoot, and resolve user incidents in a timely manner
- Configure and maintain workstations, laptops, printers, and mobile devices
- Support administration of user accounts, permissions, and system access
- Monitor system performance and escalate complex issues to the IT Manager
- Maintain IT documentation, procedures, and system records
- Track and manage IT equipment inventory, devices, and licenses
- Log and manage incidents through the IT ticketing/helpdesk system

Requirements

- HBO degree or IT certifications in a related field
- 1-3 years of IT support experience in a corporate or professional environment
- Strong knowledge of Microsoft Windows, Azure, and networking concepts
- Experience with IT ticketing/help desk systems
- Professional appearance and service-oriented attitude

Skills and Qualifications

- Strong analytical and problem-solving abilities
- Ability to prioritize and manage multiple responsibilities
- High level of integrity and ability to handle confidential information
- Proactive mindset and commitment to high-quality support

Why Join CG United?

- Competitive compensation package, including year-end bonus
- Strong pension plan to support long-term financial security
- Education & professional development budget to help grow your skills
- Professional, supportive work environment with opportunities to grow
- Be part of the largest general insurer in the Caribbean

Interested candidates may submit their cover letter and CV to info@cgunited.insure