

French Resources has been selected to work with Momentum, partner of Eurostar, to recruit an IT Help Desk Support Engineer, ideally French speaking.

Our client is looking for a proactive and personable IT Desk Support Engineer with previous experience in IT Help Desk Support to join our dynamic team. This role supports the IT needs of their UK and European operations, ensuring that all systems are functional, secure, and optimised for performance. You will be the go-to person for technical issues, offering first- and second-line support both remotely and in person.

ROLE of the IT Help Desk Support Engineer:

- Providing first and second-line technical support for hardware, software, network, and system issues.
- Troubleshooting and resolving IT problems efficiently, with a strong emphasis on customer service and a “can-do” attitude.
- Acting as the IT representative across all bases UK/FR/BE/NL – primarily based in the UK
- Travelling to and supporting four operational sites across mainland Europe (approx. once per month or as required).
- Escalating unresolved issues appropriately and follow up on ticket resolution.
- Maintaining IT asset inventory and perform routine maintenance and upgrades.
- Assisting with onboarding/offboarding employees, including configuring devices and access permissions.
- Collaborating with central IT teams and local stakeholders to ensure smooth service delivery.
- Thinking outside the box to deliver creative, timely solutions to unique problems in a fast-paced hospitality environment.

PROFILE:

- Fluent in French and in English with strong communication skills, Dutch will be a plus
- Previous experience in an IT Help Desk or Support Engineer role, ideally within a customer-centric or hospitality setting.
- Strong technical knowledge of Active Directory, Microsoft Windows, Office 365, hardware (laptops, printers, mobile devices), and networking fundamentals.
- Knowledge of ITIL practices and/or ticketing systems, of Microsoft Intune for device management, of Box and Sharepoint, of Remote Desktop Tool – Teamviewer/Ninja
- Working knowledge of Apple products
- Demonstrated problem-solving abilities with an ability to troubleshoot under pressure and adapt quickly.
- Excellent interpersonal skills and the confidence to support staff at all levels in person and remotely.
- Ability to work independently, prioritise tasks, and multitask effectively.
- Ability to work in different work locations

SALARY & BENEFITS:

- Up to £38k pa plus bonus
- Excellent benefits including bonus, meal allowance, discounted Eurostar tickets, contributory pension, 25 days’ holiday, cycle to work, discount in selected shops within St Pancras station and many more.

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