



SCAN ME



Dieter Beckers

Core Services Technology Lead, End
User Services



+32(0)471/925707
3dieter@gmail.com
Meerhout/BELGIUM
linkedin.com/in/dieter-beckers/

SKILLS

7 / 10

Project Management

9 / 10

PowerShell

9 / 10

Windows Technology

10 / 10

Problem Solving

EDUCATION

Associates degree Applied Computer
Science

Thomas More Kempen (group K.U. Leuven)

2024

EFSET English C1 Advanced

EFSET

2022

RDDo8/RTDo8/RTTo8 Lenovo repair

Lenovo

2014

7B Industrial electricity

Technisch Instituut Heilig Hart Hasselt

2010

MISC.

Languages: Dutch (primary language), English (C1)

Other skills: Lifelong learner, Teamworking, leadership,
Virtualization technology

ABOUT ME

Flexible and dynamic IT lead with a passion for technology, automation and process/workflow improvement. Easily adaptable into any environment while providing thorough and skillful expertise with a 'can-do' and 'can-solve' attitude.

EXPERIENCE

Core Services Technology Lead, End User Services EMEA

Johnson & Johnson / Global and EMEA / Jan 2020 – Cur

Global Windows Engineering Lead:

- Member of the global Core Desktop Team
- Close collaboration with technology stakeholders
- Supporting a large environment of ~200k machines
- Platform solutioning and engineering
- Provide PowerShell scripting, automation and release management, lifecycle management of existing scripts.
- Knowledge creation and management (KCS L3)
- Mergers, Acquisitions and Divestitures
- Coach L1, RCC and L2 techs, provide systematic improvements
- Point of contact for escalations on issues regarding VP's and Executives
- L3 Support on Windows and build related issues
- Root Cause Analysis on recurring issues
- Closely collaborate with external partners and vendors
- Proactive analysis and improvements
- Lead on the following projects and initiatives
 - Intelligent Automation initiative (Appstore improvement)
 - Setup of collaboration between local university and J&J to improve JJT visibility, gain access to new-grads and provide POC's in a cost-effective way
 - Develop JNJ PC Fundamentals curriculum
 - Proactive machine rejoin workflow for workers returning to work

IT Lead – Manufacturing, Lab and Logistics (MLL)

Simac ICT Belgium (seconded to Janssen Pharmaceuticals) / Beerse, Geel / Feb 2019 – Jan 2020

Local Mfg, Lab and Logistics subject matter expert (SME) and lead:

- Train, guide and coach the local support team (8 techs) for the Geel and Beerse site in the regulated (GxP: GMP, GLP, GDP, ...) and non-regulated environment
- 3rd level support in the technical and procedural aspect for local support team and business
- Technical and procedural point of contact for local TS Site Service owners (SDL/SDM)
- Site-level escalation governance and ownership
- Perform "gray-zone/GAP" tasks that local support teams are unable to fulfill
- Root cause analysis on local and global issues.
- Site-level engineering (custom scripts: HTML/JavaScript, Powershell, Batch, ...)
- Mergers, acquisitions and divestiture technical implementer for Manufacturing, Lab and Logistics workstations and Virtual Machines
- Ad-interim project manager for local projects
- Working with ServiceNow (Change management, CMDB, Incidents, ...)

Senior support and automation engineer

Cegeka / BeNe / Nov 2018 – Feb 2019

70%: Automation / process improvement engineer for the internal infrastructure:

- Test and implement new technology
- Assess workflows and procedures
- Automation scripting and programming (Microsoft Powershell, C#.NET, JSON)
- Assess available scripts
- Optimize technician response time
- Mergers and acquisitions

30%: 2nd/3rd line Support engineer for the internal work-space infrastructure:

- Prepare new machines for new-hires and replacements with MDT
- Troubleshoot day-to-day issues
- Deliver peripherals to end-users
- Maintain CMDB integrity
- Back-fill for remote locations (Leuven, Ghent, Antwerp, Eindhoven, Veenendaal)
- Medium-Large environment: ~5000 users
- O365 Champion
- SCCM Deployments
- Ticket handling in CA Service Desk Manager

Senior 2/2,5 line onsite global support engineer for Laboratory, Manufacturing, Warehouse and Information billboards

Atos IDM BTN (Seconded to Johnson & Johnson) / Beerse, Geel / May 2015 – Nov 2018

- ITIL based work environment
- Provisioning of a new pc (GxP and non GxP)
- Support for Windows technology
- Break/fix of a LMW (GxP and non GxP) computer
- Barcode scanners (1D, 2D, and 3D)
- Break-Fix of handheld devices (Intermec CK31, Motorola 92No)
- Label printers
- Document printers
- Ensuring asset SCCM compliancy
- Software patching
- Ticket handling (Service Now)
- Support for a small scope of servers and ~20000 PC's
- Asset management
- Change management
- Internal automation / quality of life improvement scripts (Powershell, batch, C#, AutoIT, HTML + JavaScript)
- Process gap identification
- Service Improvements
- Writing and maintaining internal KA's
- Order management
- Qualification of infrastructure in EDMS and HP-ALM
- Guide, train, and coach new and global employees

Projects:

- Technical writer during the knowledge transfer in Janssen Supply Chain Geel (3 Months)
- Project lead and executioner of the J&J Reboot notifier
- Project lead and executioner of the Queuewatcher (automated team queue notifier and KPI dashboard)
- Startup service: currently 600 machines.

Medior 2nd line Deskside Support Technician

Es@s Professional Services (Seconded to Johnson & Johnson) / Beerse / Jun 2013 – Apr 2015

- VIP Support (VP, P, CEO and Directors)
- Certified Lenovo hardware repair technician
- Task Coordinator
- Ticket handling (Service Now)
- Windows 7 migration/rollout
- Break/fix
- New hire roll-out
- Asset Management
- Support for BlackBerry, iPhone and Android