



Having leadership presence in the automotive sector for almost a century, at Saracakis Group of Companies, we are always looking for passionate people to join our team. We are currently seeking to hire for our Central offices in Athens a:

1st LEVEL IT HELPDESK SUPPORT

Duties:

- Provide 1st level help desk support to internal users.
- Troubleshoot issues with networks, telephony, office security systems (cameras and access control).
- Log incidents and requests to helpdesk ticketing system.
- Communicate with users, keeping them informed of ticketing progress.
- Diagnose, fix, and escalate technical problems for the internal users.
- Install, configure, and maintain Windows Clients (Windows 10).
- Provide technical and application support.
- Ensure IT procedures for antivirus.
- Ensure the hardware and software inventory for the number and location of all assets as well as user accounts administration.
- Assist IT team with projects, network design and IT environment improvement.
- Perform any other relative tasks.

Requirements:

- College degree or BSc in Informatics or Telecommunications, would be preferable.
- Excellent customer service skills.
- Problem-solving skill and initiative.
- Active Directory knowledge.
- Knowledge of Windows Server, file permissions, user accounts, file, and printer sharing.
- Genuine interest in Informatics and Telecommunications topics.
- Microsoft Office 365.
- Good verbal and written communication skills, both in Greek and English language.

Our company offers:

- Competitive compensation package based on qualifications.
- Continuous training and prospects for growth and development in a modern and friendly working environment.

Candidates are requested to send their CV through our Company webpage www.saracakis.gr/αποστολή-βιογραφικού.

All applications are considered strictly confidential.