

Job Title

Service Desk Engineer

About Algosystems

We are a reliable and dynamic systems integrator/service provider active in the technology areas of ICT, Cyber Security, Automation and Metrology.

Our drive and enthusiasm comes from our people, which is why it is most important for us to recruit positive and confident professionals, who are passionate about their work and eager to be part of our success stories.

About the Role

Service Desk Engineer, you will be part of our Service Desk team as a Level 1 Service Desk Engineer to provide excellent customer services and resolve technical issues, including but not limited to, hardware support, software support and network support.

Being the first point of contact for clients, you are expected to be professional, helpful and to aid with a sense of urgency, regardless of the level of incident.

Your focus will be the customer satisfaction.

Key Responsibilities

- Receive, acknowledge, and create customer service requests to ticketing tool.
- Conduct first line assessment and diagnosis and resolve L1 technical issues in a friendly and professional manner.
- Take ownership and coordinate progress of requests until completion.
- Escalate tickets to appropriate internal Teams or third parties, as appropriate.
- Manage administrative tasks (Ticketing tool housekeeping, KBA, Reports)

Qualifications and Work Experience

- Bachelor's degree in IT, Telecommunications, or relevant field
- Minimum work experience of 1 years in a Service Desk/Helpdesk
- Hands-on experience in troubleshooting software and hardware
- Knowledge of network troubleshooting Ethernet, IP, Servers, Virtualization
- Knowledge in Microsoft Office, Microsoft/Office 365, Azure, and AD
- Experience working with a ticketing system.
- Proficient in English and Greek

You are the right candidate if you possess the following core competencies:

- Ownership
- Result-driven
- Communication skills
- Problem solving skills
- Inter-personal skills

Benefits

- Competitive salary based on the candidate's qualifications and competencies
- Training, certifications and personal development
- Great working environment

Algosystems is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, disability status or any other characteristic protected by law.