RSM Greece
Specialist, Technology & Infrastructure

About RSM in Greece

RSM Greece is a full member of RSM International, one of the world's largest independent network of audit, tax and advisory firms, with 830 offices in 123 countries, and more than 64,000 people on hand to serve our clients' needs. Member firms are united by a common desire to provide the highest quality of services to their clients. We exist to make a positive difference to their futures. RSM is a full member of the Forum of Firms, an association of international networks of accounting firms. The Forum's goal is to promote consistent and high quality standards of financial reporting and auditing practices worldwide.

We are a strategic partner for dynamically developing companies with local and international orientation, seeking the complete spectrum of services provided by Professional Service firms offering Audit, Tax and Advisory services. Our services include Audit and Assurance, Risk Management, Transaction Services, Corporate Finance, Consulting, Accounting and Tax, Human Capital, Executive Search and Selection, Labour Law and Payroll Outsourcing Services.

Working with RSM

When you join RSM, you'll get so much more than a great benefit package. You'll gain access to a global network that celebrates new ways of thinking. We offer an environment where all voices are heard and everyone has the opportunity to succeed. When you join our team, you'll become part of an exciting and dynamic environment that's always moving forward. You'll discover a network of like-minded professionals who will help you spark ideas, find new solutions and feel a sense of belonging.

Due to our global network, we have the advantage of offering local, national or international services to clients of all sectors and sizes. RSM now spans more than 120 countries, providing plenty of opportunities for you to collaborate with professionals around the world. Be part of something big at RSM.

We want all our people to reach their full potential. There are over 64,000 talented people working within the RSM network and each and every one has a unique offering. We believe in using this talent to the optimum and we dedicate considerable resources to the training and development of our people so they help differentiate us now and in the future. At RSM, you'll get the career you want.

About the Role

The aim of the Technology & Infrastructure Specialist is to provide assistance to end users on a daily basis, support with the management of all IT assets, systems and infrastructure, support with the maintenance of quality and information security systems and ensure that the users and the company comply with all IT procedures and requirements according to professional standards and industry best practices.

The Technology & Infrastructure Specialist is expected to perform all duties and responsibilities in a timely and efficient manner, with a high essence of confidentiality and in accordance to the established company policies and procedures to achieve the overall objectives of this role.

The Technology & Infrastructure Specialist reports to the IT Manager and the ISMS Officer with respect to the maintenance of the information security and privacy compliance system.

Key Duties and Responsibilities

Management of IT assets

- Monitor the performance of IT assets on a daily basis.

- Manage and maintain the company's technology infrastructure, including hardware, software, and networking components.

- Install and perform repairs to hardware, software, and peripheral equipment, following design or installation specifications and instructions by the IT Manager.

- Refer major hardware or software issues or defective products to vendors or technicians for service and monitor the repair process.

- Observe system functioning to verify correct operations and detect errors.

- Assist the IT Manager in the entire network maintenance, this includes administration and documentation of computer networks, telephone and cable networks.

- Document the IT and security processes and procedures and perform the required updates.

- Maintain and review records of daily data communication transactions, problems and remedial action taken, and installation activities through the company's ticketing system.

- Develop, maintain and test disaster recovery plans and procedures to ensure business continuity.

- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

- Perform software and hardware evaluations and propose improvements or upgrades.

End user support

- Setup end users' equipment (mobile phones, laptops, desktops) ensuring that appropriate software and access rights have been provided according to the users' role, perform the required tests and assessments before handing to the end user.

- Provide helpdesk support to end users on a daily basis – respond to questions and resolve issues that might arise.

- Communicate with vendors in order to resolve issues with each departments' dedicated software.

- Participate in discussions with Directors in order to provide advice and support with the drafting of specifications and selection of new systems.

- Develop training materials and provide training to end users regarding the proper use of hardware and software.

Quality/ compliance systems and IT projects

- Support the ISMS Officer with the maintenance and management of the ISO 27001 system (internal audit, risk assessment, changes in documentation etc).

- Support the ISMS Officer with the maintenance and management of the GDPR compliance system.

- Conduct routine evaluations of network, data security and system audits in accordance with ISO 27001 procedures.

- Support with the organization, budgeting, planning and execution of major IT products such as procurement of new software and hardware, implementation of new policies, system migrations etc.

- Act as a contact point with RSM Head Office or other Member Firms with respect to IT policies and procedures, inspections etc.

Role requirements

- At least 3 years of working experience in a similar position
- Degree in Computer Science, Informatics, Information Technology, Information Sciences & Technology or similar
- Fluent written and spoken English
- Understanding of systems and networks (e.g. basic network protocols, operating systems, etc.)
- Have strong analytical and troubleshooting skills that can be applied to identify problems such as installation and configuration failures, integration misalignments, etc.
- Exceptional ability to provide front-end support to users
- Ability to multitask, prioritise and meet deadlines
- Advanced communication skills

The ideal candidate will also need to demonstrate the following:

- Shared passion for RSM's purpose of "Instilling Confidence in a World of Change"
- High degree of self-motivation and strong career aspiration
- Strong commitment to providing an excellent quality service
- Ability to work in a team and manage multiple engagements
- Excellent communication skills (oral and written)
- Attention to details
- Ability to analyze and interpret data
- Proactive attitude
- Business awareness
- High level of discretion for confidential work and information
- Demonstrated ability to manage confidential data and information
- Have a positive attitude, focused on teamwork and communication;

What is offered

Competitive remuneration package, pleasant working environment, exposure to international practices and the opportunity for advancement.

Please send your CV at hr@rsmgreece.gr in strict confidence quoting reference **STI0324**.