



Entity
Arns Hellas

Country
Greece

City
Athens

SERVICE DESK SPECIALIST

Description of the open position

IT Service Desk Agent

Your challenge

- Help desk and infrastructure support for our customers;
- You will answer phone calls and end users' questions and provide remote solutions;
- You ensure a good interaction with the customer, the management and administration of incidents that is in line with the agreements made with the customer;
- You also manage software, hardware and user profiles;
- You are jointly responsible for the day-to-day tasks and follow-up of our customers' ICT infrastructure;
- You participate in ICT projects that deliver new functionalities to our customers;
- You work on keeping documentation up to date;
- You will provide solutions with users and resolve Incidents in ITSM tool
- You will escalate incidents to senior analysts

Who you are

- You have a bachelor/master degree in computers/ICT or equivalent through experience;
- You speak fluently **English** and one of the following languages: **Bulgarian, Macedonian**;
- Analyzing problems is a core quality for you. Interest in IT is a must. You are driven to learn constantly;
- You have strong documentation skills & like to work as a team;
- You have the right communication skills and the necessary tact to work with a strong customer and service focus.
- Your committed, responsible and stress-resistant attitude is crucial;
- You can quickly integrate in an international/multicultural environment;
- Good understanding of computer systems, mobile devices and other tech products.

Technologies



- Microsoft Active Directory, Exchange Server Management, Windows – Servers, Mac OS;
- Ms Office products (e.g. Word, Excel, Ppt, Outlook);

What you'll get

- **An informal hierarchy & work environment**

Our open, flat structure supports a strong focus on communication and collaboration, enabling to respond quickly to market changes and customer requests.

- **Learning & development opportunities**

We constantly invest in our people and are committed to providing individual development opportunities to help you continue to grow and stay happy and satisfied at work.

- **An attractive salary package**

With an attractive salary and benefits package – including advantageous fringe benefits – you'll be well paid for what you love to do.

- **Exciting projects**

You'll take ownership of various projects for both public and private clients: calling for creativity and innovation, at the cutting-edge of technology.

- **A strong corporate culture**

You'll join a dynamic team of smart and ambitious people. From the way we hire, to the way we relate to our clients – our values form the foundation of the way we work.

- **A rock solid company**

With more than 150 customers, and 31% organic growth in FY2017, you'll join a business with a sustainable and growth-oriented plan.

You can learn more about us, visiting our site <https://www.arhs-group.com/>

Please email your resume to Mrs. Anna Stamataki, HR Manager at Arhs Development Hellas at recruitment-GR@arhs-dev-hellas.com