Description of the open position

IT support

Your challenge

- Execute the activities related to operations of the Central Service Desk.
- Coordinate, escalate and monitor the resolution of incidents or implementation of changes.
- Directly support users by providing specific information necessary to diagnose the problem and work around it.
- Perform the activities according to agreed standard operating procedures.
- Manage the service desk tools, including integration with other contractors.

Who you are

- At least three (3) years’ professional experience in the relevant field as specified above (and at least five (5) years’ experience in case of secondary education); the professional experiences had to be gained after obtaining the required qualification.
- At least two (2) years’ professional experience with end-user support in medium-large projects in environments with hardware of 170 virtual servers on VMWare ESXi, Linux, Windows 2008/2012 servers, Oracle DB & General knowledge of IT domain
- In-depth knowledge of most common service desk tools used;
- In-depth knowledge of best practices and standards related to efficient end-user support;
- Excellent knowledge of English language (level C2 according to CEFRL)
- Post-secondary education of total duration at least two (2) in the field of Computer Science, Computer Engineering, Engineering, Mathematics or similar OR related secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of three (3) years.

What you’ll get

- 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/](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