

JOB DESCRIPTION

General Job Title: IT Support Specialist

Basic Function & Scope of Responsibilities:

The role is responsible to serve customers by providing product and service support, resolving product and service problems.

Principal Responsibilities:

- Providing telephone, in-person and online support to end-users.
- Installing, supporting and configuring computer hardware, software, systems etc.
- Managing request resolution/response for Tickets in Helpdesk within the required time.
- Testing and evaluating new technology.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Working continuously on a task until completion.
- Deploying and configuring company's software.
- Troubleshooting and casual fixes.
- Assisting and supporting in all projects and daily work/problems.
- Mobile devices configuration.
- User support and training.
- Prioritizing and managing many open cases at one time.

Education Requirements:

Bachelor's degree in Information technology, Computer Science and/or in IT field.

Training, Skills, Knowledge & Experience

- At least 1 year experience in this field.
- Good knowledge of Desktop Operating Systems.
- Good analytical and problem solving skills.
- Written and spoken communication skills that allow informing and advising others clearly,
- Personal commitment to improve own knowledge and skills.
- Interpersonal skills to work with people at all levels, smart and confident.
- Able to cope with stress / deliver within tight deadlines and able to work in group.
- Willing to work with shifts and to travel within Tirana and sometimes within country.

Main characteristics of who we're looking to hire in our company:

- Ability to complete projects, follow through, respect deadlines and come up with creative solutions
- Willingness to learn and advance in his/her career and become a useful member of our team
- Communicative, people person, team player, intelligent, curious and hard-working