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| **info** | Role: IT Service Desk Analyst | Location: Holargos | Reference: SDA |

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| **About** | Protera Technologies ([www.protera.com](http://www.protera.com)) is a global Total IT Outsourcing Provider for SAP-centric organizations founded in the mid-1990s. Our mission is to maximize our clients' return on their SAP software investment, by delivering the highest quality and most cost-effective on cloud, demand hosting, applications management, and professional services solutions. Protera designs and deploys scalable architectures built using world-class infrastructure. Our services focus on total customer satisfaction with dedicated points of contact and experts that know our customers environments in depth. |

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| **Skills and qualifications** | * University Degree or Technical/Vocational Certification in Computing, Electronics or related IT field
* Excellent communication skills (verbal & written in English & Greek) including the ability to explain technical instructions / details to non-technical users
* Good understanding of ITSM tools and ITIL best practices
* Technical background in areas such as Networking, System Administration, Databases, System Analysis
 | * Possess keen attention to detail
* Customer-centric
* Microsoft Office knowledge (Word, PowerPoint, Excel, and Outlook)
* Strong analytical skills
* SAP familiarity desirable
* Experience in Service Desk role desirable
* Decisiveness
* Multitasking
* Exceptional record keeping skills
* Team player
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| **Duties** | * Effectively manage the full lifecycle of incidents and service requests received from internal and external customers based on Classification & Prioritization
* Coordinate incident investigation and analysis: escalate to appropriate L1, L2 & L3 support teams in order to diagnose an incident and restore it
* Coordinate the resolution and recovery process: follow up as required and inform key stakeholders on resolution progress (Networking, Server Administration, Virtualization and Application Management)
* Coordinate incident closure: verify successful resolution of an incident with internal stakeholders and with Customer and report on it
* Adhere to all policies and procedures of the Service Desk which operates 24/7 (shift work)
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| **Weoffer** | * A creative, dynamic and international environment
* Continuous learning and training with emphasis in Cloud Computing
* Opportunities for career development
* Extremely competitive compensation package based on qualifications and experience
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**Kindly requested to send your CV at****s.tuite@protera.com****and** **n.ioannides@protera.com****along with reference code.**