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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 |

**Kindly requested to send your CV at**[**s.tuite@protera.com**](mailto:s.tuite@protera.com)**and** [**n.ioannides@protera.com**](mailto:n.ioannides@protera.com)**along with reference code.**