



## Junior Support Engineers (Athens)

### The Opportunity

We are looking for motivated **Support Engineers (Athens)** to join our **Service Desk** department! If you are passionate about technology, constantly seeking to learn and improve skillsets and you are also customer oriented and patient, then you are the type of person we are looking for!

As **Support Engineer** you must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution.

### Main Responsibilities

- Serve as the **first point of contact (1st Level)** for customers seeking technical assistance (Software and Hardware)
- Perform remote troubleshooting through diagnostic techniques
- Determine the best solution based on the issue and details provided by customers
- Direct unresolved issues to the next level of support personnel

### Requirements

- Degree (AEI, TEI, IEK) in Information Technology, Computer Science or relevant field
- Good knowledge of SQL
- Ability to diagnose and troubleshoot technical issues
- Very good problem-solving and communication skills
- Ability to provide step-by-step technical help, both written and verbal
- Customer-oriented and cool-tempered
- **Ability to work in shifts**
- Fluent oral and written command of the Greek language
- Good knowledge of English language

### Nice to have

- Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role

### We provide

- Work in a friendly and dynamic environment
- Opportunity of further training and professional development
- Private insurance