



IT Support Technician

We are looking for skilled **IT Support Technicians** to join our team of **IT professionals** and provide technical support on behalf of a **government sector client** based in **Nicosia, Cyprus**.

Responsibilities:

- Provide technical support for IT equipment and networks, including:
 - Installation and troubleshooting of computer networks, system software and IT/telecom equipment.
 - Configuration and maintenance of peripheral devices (scanners, printers).
 - On-site hardware and software repairs.
 - Set up and configuration of wired and wireless network equipment.
 - Router configuration.
 - Installation and customization of Windows operating systems.
 - Troubleshooting issues related to Microsoft Office products (Word, Excel, PowerPoint, Outlook).
 - Resolving account-related issues in Active Directory.
 - Troubleshooting email accounts (Domino/Exchange).
 - Installing essential software (antivirus, drivers, Acrobat Reader, web browsers).
- Investigate technical issues and escalate unresolved problems to the appropriate vendors.
- Assess and update user requirements for IT equipment and system software.
- Perform any other related tasks assigned by the contracting authority.

Requirements:

Educational Qualifications

Minimum Requirements:

- ✓ **Diploma in Information Technology (2 years), or graduation from a Technical & Vocational School in Electrical & Electronic Applications.**
- OR**
- ✓ **Degree in Computer Science or related fields.**

Experience & Skills

- Previous experience in IT support or technical assistance is considered an advantage.



- Ability to **troubleshoot hardware and software issues**.
- Strong problem-solving and communication skills.
- Ability to manage multiple tasks and work both independently and as part of a team.

Languages

- Fluency in Greek & English (written & spoken).

Benefits:

- **Working Hours: 07:00 – 16:00**
- **Wellness and Support:** Access to wellness services, including counseling and consultations with psychologists, dietitians, and nutritionists, to support your personal and professional well-being and growth.
- Free Access to **e-learning LinkedIn Learning Platform** for continuous skill development.
- **Referral Program** offering rewards for referring qualified candidates to join our team.
- The opportunity to work in a fast-growing and dynamic team on challenging international projects.
- **Performance Evaluations** to support career development & improvement.
- **Continuous learning** using the latest methods and opportunities for fast career advancement.

How to Apply:

To apply for this existing opportunity, please click on the following link:

<https://jobs4it.gr/job/it-support-technician-4/>

Our recruitment consultants will review your CV, and only candidates who meet the criteria for the role will be contacted.

UpcoMinds is a dynamic IT company with 28 years of experience that provides end-to-end web and mobile solutions helping businesses to reinvent themselves in the digital world. Our team's skills and expertise will ensure the holistic digital transformation of any organization, which will considerably improve both business operations and customer's experience.

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Our goal is to always have our end products and services reflect our deep engineering skills and elegant progressive design aesthetic. We fundamentally believe deeply in developing long-term strategic partnerships with our clients by exceeding expectations and maintaining a high level of transparency.

Find out more about us at www.upcominds.com

We commit to promoting Inclusion & Diversity by creating a working environment where all employees are treated with dignity and respect and where individual differences are valued.