

## **IT Support Specialist**

### **Nicosia**

We are seeking a dynamic and enthusiastic IT Support Specialist to join our IT department. The successful candidate will provide first-line technical support to colleagues, assisting with hardware, software, and network issues, while also contributing to IT projects and supporting the company's IT systems. The main responsibilities of the role include:

- Provide first-line support for hardware, software, and network issues via phone, email, and in-person
- Install, configure, and maintain computers, printers, and other office equipment
- Troubleshoot and resolve technical problems across various platforms and applications
- Monitor and maintain the performance of applications and infrastructure components
- Assist in the implementation of new systems, software, and applications
- Help implement and maintain IT security processes and tools
- Provide general support with ad-hoc IT tasks and special projects as needed

### **Profile of the ideal candidate**

- University degree in Computer Science, Engineering, or a related field
- Up to 2 years of experience in a similar IT support role
- Strong understanding of operating systems, software applications, and security tools
- Familiarity with hardware components and peripheral devices
- Energetic, positive, and a collaborative team player
- Self-motivated, quick learner, and able to work in a fast-paced environment
- Ability to handle multiple tasks efficiently and work well under pressure
- Strong customer service orientation with the ability to communicate technical information to non-technical users
- Fluent in Greek and English

### **Remuneration and benefits**

An attractive remuneration package will be offered to successful candidates based on qualifications and experience. The Abacus package includes a 13th salary, provident fund, medical cover, life insurance, casual Fridays (with afternoon off), free parking and extensive participation in quality internal and external training programs.

**Interested individuals should submit their applications by email at [hr@abacus.com.cy](mailto:hr@abacus.com.cy)**

**All applications will be treated in strict confidence.**