



## **IT - Help Desk Support Officer**

**Nicosia**

(Ref: IT/01/2023)

The successful candidate will act as a first level support specialist providing front-line IT support and project delivery to supplement the maintenance and development of the company's many varied IT systems.

### **Responsibilities:**

- Provide first level support to end users
- Assist in the installation of equipment and software
- Monitor applications and infrastructure components
- Perform enhancements and upgrades
- Assist in the implementation of new systems and applications
- Assist in the implementation and operation of IT security processes and tools

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

- University graduate in Computer Science/Engineering or a related field
- Up to 2 years of experience in a related role
- In depth understanding of a wide range of operating systems and security tools
- Energetic, positive and team player
- Self-driven, fast learner and willing to work in a fast-paced environment
- Ability to handle multiple tasks simultaneously and to work well under pressure
- Excellent customer service skills
- Fluent in Greek and English

### **Remuneration and benefits**

An attractive remuneration package will be offered to successful candidates according to qualifications and experience.

The Abacus package includes a 13<sup>th</sup> salary, provident fund, medical cover, life insurance, casual Fridays (with afternoon off), free parking and extensive participation in quality internal and external training programs.

### **We would love to hear from you!**

Interested individuals should submit their applications by email to: [hr@abacus.com.cy](mailto:hr@abacus.com.cy) by **Monday 24 April 2023**.

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