

info

Role: IT Service Desk Analyst

Location: Holargos

Reference: SDA

About

Protera Technologies (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.

Skills and qualifications

<ul style="list-style-type: none"> ✓ 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 	<ul style="list-style-type: none"> ✓ 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
---	---

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)

We offer

- ✓ 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 and n.ioannides@protera.com along with reference code.