

**info**

Role: IT Service Desk Analyst

Location: Holargos

Reference: SDA

**About**

Protera Technologies ([www.protera.com](http://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"> <li>✓ University Degree or Technical/Vocational Certification in Computing, Electronics or related IT field</li> <li>✓ Excellent communication skills (verbal &amp; written in English &amp; Greek) including the ability to explain technical instructions / details to non-technical users</li> <li>✓ Good understanding of ITSM tools and ITIL best practices</li> <li>✓ Technical background in areas such as Networking, System Administration, Databases, System Analysis</li> </ul>	<ul style="list-style-type: none"> <li>✓ Possess keen attention to detail</li> <li>✓ Customer-centric</li> <li>✓ Microsoft Office knowledge (Word, PowerPoint, Excel, and Outlook)</li> <li>✓ Strong analytical skills</li> <li>✓ SAP familiarity desirable</li> <li>✓ Experience in Service Desk role desirable</li> <li>✓ Decisiveness</li> <li>✓ Multitasking</li> <li>✓ Exceptional record keeping skills</li> <li>✓ Team player</li> </ul>
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**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 [n.ioannides@protera.com](mailto:n.ioannides@protera.com) along with reference code.**