**UNIPAKHELLAS North** (Member of INDEVCO Group) is looking for an **IT Support Coordinator** in Sindos, Thessaloniki.

1. **Job Summary**

Responsible for providing first line support in the resolution of regular and complex IT cases for UNIPAKHELLAS Offices, factories and warehouses to ensure the smooth operation.

1. **Job Responsibilities & Tasks** *Duties include but are not limited to*

* Ensure first layer of support to business units for services that are set in Service Level Agreements (SLA).
* Responsible of formatting and preparing laptops and desktops.
* Repair printers scanner and photocopiers before allocating to third party.
* Install and configure all kinds of software.
* Communicate with network, Laptop/desktop and computer accessories suppliers in order to resolve case of this nature when needed.
* Ensure first line of network, telecom and infrastructure support (cabling, points , testing).
* Handle IT related projects given by unit manager.
* Update knowledge base once a case/problem is resolved in order to help in faster response and resolution of similar future cases.
* Ensure first line support on endpoint security solutions.
* Monitor internet links and open cases with ISP’s in case of failure.
* Stay abreast with new internet technologies and offers in the area to make sure the company has the best connection in terms of technology and pricing.
* Act as first layer of support for the CCTV system and troubleshoot issues before escalating to IT head office and suppliers.
* Troubleshoot software issues on endpoints.
* Ensure network cabinets and data centers are compliant with INDEVCO network standards.
* Act as a testing environment for new patches and confirm the release of patches when testing decision is positive.

1. **Required Job Qualifications & Competencies** 
   1. **Education & Experience**
   * Technical degree in Computer studies or related discipline.
   * 2 -5 years of experience in handling IT support
   * Excellent command of English Language
   * Good command of MS tools (PowerPoint, Excel, Word, etc…)
   * Excellent communication skills.
   * Should be self-motivated.
   * Should be able to continuously update his education or certification in order to stay abreast with latest technology.
   * Able to work under pressure.
   * Able to solve problems and take necessary actions based on their impact and urgency.
   * Military obligations completed.
2. HOW TO APPLY

In case you are interested in this position, please share your up-to-date CV to the following email addresses:

[recruitmentgreece@indevcogroup.gr](mailto:recruitmentgreece@indevcogroup.gr) or [hr.uhn@unipakhellas.gr](mailto:hr.uhn@unipakhellas.gr) mentioning in the email topic the position’s title (IT Support Officer).