



ATHEXGROUP
Athens Exchange Group

IT Technical Support Intern

Athens Exchange Group (ATHEX Group) is currently looking for a motivated **IT support intern**.

As part of the Technical Support team, you will:

- Assist with help desk calls, scheduling, and Jira tickets.
- Support in the maintenance of hardware, software, and other systems.
- Assist in the maintenance of IT standards, both for the user and technical documentation.
- Assist in 1st level technical support and troubleshooting.
- Assist in testing of new functionalities.
- Direct unresolved issues to the next level of support personnel.
- Perform basic end-user support to prevent customer service delays for basic technical issues.
- Report customer feedback and potential product requests

After training you will be able to:

- Install, configure, operate, and support servers and applications (maintenance, upgrades, patches) in a Microsoft based environment.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Install and configure appropriate software and functions according to specifications.
- Organize and schedule upgrades and maintenance without deterring others from completing their work.

Your profile:

- Undergraduate student in Computer Science, Informatics, or another relevant field
- Good technical skills and aptitude to learn advanced technologies.
- Strong analytical and problem-solving skills.
- Excellent written and verbal communication skills in Greek and English.
- Positive attitude, highly motivated, proactive and a team player

To apply send your CV by email at internship@athexgroup.gr