

The opportunity

Due to the continued growth of our practice we are now recruiting a **Helpdesk Support Associate** in our **IT team** in Athens. You will be a part of a growing team within a rapidly developing tech friendly company, in which you will have the opportunity to develop yourself through different projects.

The role entails

- Provide classification and resolution for technical issues
- Handle calls from colleagues within PwC
- Document the implementation of requests/issues through the ticketing system
- Install, modify, and repair Computer Hardware & Software
- Identify and escalate situations requiring urgent attention
- Participate in internal meetings/presentations on processes' improvements
- Write training manuals, user guides & technical documentation when required

What we are looking for

- Degree in Information Technology, Computer Science or related discipline.
- 0-2 years of working experience in a similar role
- Knowledge of ITIL Processes is a plus
- Excellent knowledge of Microsoft Windows/G Suite
- Knowledge in configuring mobile Operating Systems (iOS and Android).
- Very good technical knowledge of Hardware and System software
- Fluency in both Greek and English
- Military obligations fulfilled for male candidates

What's in it for you

PwC is all about people, encouraging growth, high performance and quality. At PwC, you will have:

- Exposure to some of the most challenging issues today, the ones keeping the Top Management Team up at night
- Continuous training and career development, whilst learning from a wide range of top professionals
- The chance to handle different projects for big clients
- Participation in a diverse team of driven consultants, with great care and emphasis on facilitating each other's growth
- Access to global expertise and global mobility opportunities
- Competitive benefits, including life and medical plan, rewards and recognition schemes, mobile phone device, flexible working program etc.

Who we are

PwC in Greece is the largest professional services firm in the country, with premises in Athens, Thessaloniki and Patras with approximately 1700 employees. More than 295,000 people in 156 countries across our network share their thinking, experience and solutions to develop fresh perspectives and practical advice. This enables us to provide top-quality industry-focused assurance, tax and advisory services to our clients.

Don't miss the opportunity to develop yourself and grow your career in the global leading professional services firm in Greece.

https://pwc.wd3.myworkdayjobs.com/Global_Campus_Careers/job/Athens/Helpdesk-Support-Associate_338469WD