Company Profile

AMPLUS Technologies is a pioneering and innovative IT Company that implements high quality projects in Financial Institutions, Telecommunication Companies, Insurance Organizations, Educational Institutions, and organizations of the wider Public and Private Sector. In the decade of 2000's, AMPLUS Technologies has managed to possess a major market share of the IT Solutions industry. Established by a team of IT specialists, the company has a stable and upward evolution throughout these years.

In AMPLUS Technologies, we constantly offer integrate and end to end solutions which increase the quality of the services provided and strengthen the loyalty of our clients through a client-driven approach.

Due to the continuous growth of our company, we are currently looking for a **Junior Help Desk Specialist** to join our team.

Job Summary

The job holder will be responsible for the support of the IT infrastructure of the company. He/ She will provide technical support and assistance to end-users within our organization. This position is suitable for individuals with little to no professional experience but possess a strong interest and foundational knowledge in IT support.

Responsibilities

- Troubleshoot hardware, software, and network problems, providing timely resolution or escalation, when necessary.
- Perform software installations, updates, and patches on end-user devices.
- Assist in the installation, configuration, and maintenance of desktops, laptops, printers.
- Respond to user inquiries and technical issues via phone, email, or ticketing system (JIRA).
- Ensure proper inventory management of IT assets and equipment.

- Collaborate with other IT team members to resolve complex technical issues.
- Escalate unresolved issues to senior team members or IT management as appropriate.

Qualifications

- B.Sc. in Information Technology, Computer Science or equivalent discipline.
- Master's Degree in Computer Science will be considered as an asset.
- 0-2 years of related experience.
- Fluency in Greek and in English, both written and spoken.
- Excellent command of MS-Office applications.
- Basic knowledge of Active Directory, as well as experience with ticketing systems such as JIRA, will be considered a plus.
- Attitude with a willingness to learn and adapt.
- Good communication skills to collaborate effectively with team members.
- Strong multi-tasking, problem-solving and organizational skills.
- Ability to work under tight deadlines.

Benefits

- Competitive salary
- Great Place to Work Certified Company
- A mentor to support you with your employee experience
- Monthly Meal coupons
- Continuous learning and development opportunities in IT industry
- Modern, stable, and challenging work environment
- Diverse and inclusive culture

If you want to be part of our passionate team, please send your CV to **dkarnesi@amplus.gr**

All applications will be treated in strict confidence!

In AMPLUS Technologies we apply our principles of fair and equitable treatment, non-discrimination and equal employment opportunity!