



Service Desk Analyst

Hybrid

Athens, Attica, Greece

OVERVIEW

APPLICATION

Description

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 Join Novibet as Service Desk Analyst!

Are you ready to take on a key role in a dynamic, fast-growing company? If you have a passion for **Technology** and thrive in a fast-paced environment, this could be the right opportunity for you.

Who We Are

Founded in 2010, Novibet is an established GameTech company operating in Europe, the Americas, and ROW countries (Greece, Brazil, Ireland, Finland, Mexico, Chile, Ecuador, Cyprus, and New Zealand), with hubs in Greece, Malta, Brazil, and Mexico and 1200+ employees across all countries of operation. We are committed to staying at the forefront of technological advancements, continually pushing boundaries and delivering seamless entertainment and online gaming experiences to our rapidly expanding customer base.

Why Novibet

At Novibet, you are empowered to excel, prioritising growth through listening and learning as part of a group of forward-thinkers and doers continuously adapting to new challenges. We are equally committed to fostering a positive, inclusive, and supportive workplace culture that empowers every individual to thrive.

Join us, and you will be part of a team of over 1,200 people worldwide that values collaboration, innovation, and personal growth.

What We are looking for

We are looking for a Service Desk Analyst to join our responsible team for supporting internal procedures and business teams on our platform. As a Service Desk Analyst, you will be the first point of contact for incidents and service requests, ensuring smooth

communication, timely triage, and proper coordination. You will be joining a friendly, professional team that enjoys solving problems and delivering fast, high-quality support.

What you will work on

- Act as the first point of contact for incidents and service requests through the internal Service Management system
- Perform initial triage, categorization, prioritization, and routing of incidents
- Own incident management process, ensuring timely updates and proper escalation paths are followed
- Apply known solutions from runbooks and knowledge base articles
- Communicate clearly and consistently with stakeholders throughout incident lifecycle
- Maintain accurate incident records, timelines, and documentation
- Contribute to improving the knowledge base and operational documentation

What you bring

- BSc in Information Technology, or relevant field; MSc is a plus
- 0–2 years of experience in IT support, service desk, or similar role
- Familiarity with ITIL principles or incident management processes
- Experience with ITSM tools such as Jira, ServiceNow, or similar
- Fluency in Greek and English (both written and verbal)
- Excellent communication and customer service skills
- Ability to work in shifts, including nights and weekends
- Strong attention to detail

What we offer

We truly value our people at Novibet! Within our vibrant, dynamic, and fast-paced environment, we encourage everyone to reach their full potential while enjoying every step of the journey. Here's how we make that happen:

- 💰 Competitive Compensation: Attractive salary and bonus scheme
- 🏥 Health insurance: Group health & medical insurance package
- 💻 Top-Notch Equipment: All the tools you need for your role
- 🚀 Career Growth: Focused career development, performance management, and training opportunities
- 🏋️ Free access to our gym facilities to keep you energized
- 🌍 Inclusive Environment: A welcoming, international, and multicultural team
- 🎉 Engaging Activities: Exciting events, sports, and team-building activities

At Novibet we value diversity and are committed to an inclusive and equitable workplace. All decisions regarding recruitment, hiring, promotion, compensation, employee training

and development, and all other terms and conditions of employment, are made without regard to race, religious beliefs, color, gender identity, sexual orientation, marital status, disability or chronic disease, age, ancestry or place of origin.

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