

About Protera Technologies (www.protera.com) is a global Total IT Outsourcing Provider fo centric organizations founded in the mid-1990s. Our mission is to maximize our clients' on their SAP software investment, by delivering the highest quality and most cost-effect cloud, demand hosting, applications management, and professional services solutions. P designs and deploys scalable architectures built using world-class infrastructure. Our set focus on total customer satisfaction with dedicated points of contact and experts that knocustomers environments in depth. Skills and qualifications University Degree or Technical/Vocational Certification in Computing, Electronics or related IT field Excellent communication skills (verbal & written in English & Greek) including the ability to explain technical instructions / details to non-technical users Skorp familiarity desirable Experience in Service Desk role desire 	AL			
qualificationsTechnical/Vocational Certification in Computing, Electronics or related IT field ✓ Excellent communication skills (verbal & written in English & Greek) including the ability to explain technical instructions / details to non-technical users✓ Customer-centric ✓ Microsoft Office knowledge (Word, PowerPoint, Excel, and Outlook) ✓ Strong analytical skills ✓ SAP familiarity desirable ✓ Experience in Service Desk role desir	About	centric organizations founded in th on their SAP software investment, cloud, demand hosting, application designs and deploys scalable archi focus on total customer satisfaction	ne mid-1990s. Our mission is to maxing by delivering the highest quality and its management, and professional ser tectures built using world-class infra	mize our clients' return l most cost-effective on vices solutions. Protera structure. Our services
 Good understanding of ITSM tools and ITIL best practices Technical background in areas such as Networking, System Administration, Databases, System Analysis Decisiveness Multitasking Exceptional record keeping skills Team player 		 Technical/Vocational Certificat Computing, Electronics or relat Excellent communication skills written in English & Greek) incl ability to explain technical instruct details to non-technical users Good understanding of ITSM to ITIL best practices Technical background in areas Networking, System Administra 	ion in ✓ Customer-centric ed IT field ✓ Microsoft Office known (verbal & PowerPoint, Excel, a uding the ✓ Strong analytical ski vructions / ✓ SAP familiarity desin ✓ Experience in Service vols and ✓ Decisiveness ✓ Multitasking such as ✓ Exceptional record	owledge (Word, and Outlook) ills rable ce Desk role desirable
 ✓ Effectively manage the full lifecycle of incidents and service requests received from internal and external customers based on Classification & Prioritization ✓ Coordinate incident investigation and analysis: escalate to appropriate L1, L2 & L3 su teams in order to diagnose an incident and restore it ✓ Coordinate the resolution and recovery process: follow up as required and inform key stakeholders on resolution progress (Networking, Server Administration, Virtualization Application Management) ✓ Coordinate incident closure: verify successful resolution of an incident with internal stakeholders and with Customer and report on it ✓ Adhere to all policies and procedures of the Service Desk which operates 24/7 (shift vertice) 	Duties	 internal and external customer Coordinate incident investigati teams in order to diagnose and Coordinate the resolution and stakeholders on resolution pro Application Management) Coordinate incident closure: vestakeholders and with Customer 	is based on Classification & Prioritizat on and analysis: escalate to appropria incident and restore it recovery process: follow up as require gress (Networking, Server Administra erify successful resolution of an incide er and report on it	ion ate L1, L2 & L3 support ed and inform key tion, Virtualization and ent with internal

We offer

- A creative, dynamic and international environment
- \checkmark Continuous learning and training with emphasis in Cloud Computing
- ✓ Opportunities for career development
- ✓ Extremely competitive compensation package based on qualifications and experience

Kindly requested to send your CV at <u>s.tuite@protera.com</u> and <u>n.ioannides@protera.com</u> along with reference code.

