

## Technical Support Analyst

Location: Katerini, Greece.

Our business model is unique, where our on-site engineers are based in the UK, and our remote services operate from our offices in Katerini, Greece.

We have modern, equipped offices in Katerini, and operate an integrated, virtual office with the UK using Microsoft technologies, VoIP phones and integrated monitoring and management systems (RMM/PSA tools).

In Katerini we currently have 11 staff working: a company Director, the technical support team, Customer Experience officers and a Technical team. The office provides a positive, working environment and the team work very effectively together and with the UK.

The work we have is challenging, varied and will expose the successful candidates to modern, new technologies, systems and best practice ways of working. Staff are encouraged to develop their skills at a fast pace and take exams each year.

Working at Smartdesc Ltd will provide excellent career opportunities for the right candidates. All staff, once they pass their probation after 6 months, will receive an annual review of their roles and a personal development plan (PDP) which plans out a career development path.

We believe in investing in our staff and our staff investing in us. We have 95% customer retention as a result of the quality services we provide, and also have achieved high levels of staff retention in Greece through investing in our staff.

### Person specification

The following core skills are essential to proceed to initial telephone interview;

- Fluent English, and the ability to communicate effectively with customers in the UK, both written and verbal communication.
- Candidates must also be able to demonstrate the following, some of which we also test at interview;
  - Good technical skills and troubleshooting skills.
  - Good organisation skills.
  - An ability to manage their time effectively.
  - Punctuality.
  - Ability to follow processes.
  - Be polite, articulate, conscientious.
  - A strong work ethic and the ability to work, at times, under pressure.
  - Smartdesc are equal opportunities employers – all staff must understand and adhere to the principles of equal opportunity and not discriminate on the basis of age, sex, race, disability and a number of other areas. More reading can be found here: <http://www.eoc.org.uk/>

### Technical skills required

- Excellent understanding of Windows systems, with Apple Mac experience advantageous.
- A good understanding of networking – TCP/IP, routers/firewalls, LAN/WAN, subnets, ISPs.
- Experience working with and supporting users with desktops, laptops and networking equipment. Server experience is advantageous but not essential.
- The ability to explain technical concepts in terms that non-technical people understand.

### **Number of years' experience required**

We are willing to receive applications from candidates with varying experience levels, provided they meet the person specification and technical skills criteria. Candidates will be assessed at interview, and if successful will make an offer to the candidates that includes the level of training they require.

### **Location and hours of work**

The role is based full time at our offices are based in Katerini, Greece.

Staff work a 37-hour week. There are two shift patterns:

- Shift 1 [10AM – 18:30PM]
- Shift 2 [11:30AM – 20:00]

There is a possibility that additional out-of-hours work will be required, however we fully understand that people have families and personal commitments, so this will be discussed interactively with staff if/when it happens.

### **Benefits working for us**

- Salaries above market rates for Greece.
- Career growth opportunities.
- Opportunity for international travel for the right candidate.
- Annual bonus based on individual and company performance.

### **Your application**

Please ensure that you;

- i) Write a covering email with your CV/application introducing yourself and giving some background on yourself and why you would like to work with us. Including a personal email demonstrates you have read the application and are interested in working with us.
- ii) Include a CV that is in English – unfortunately CVs that are Greek only cannot not be considered, as they will be reviewed by the Greek and UK teams.
- iii) If invited to interview we recommend smart dress please.

Unfortunately we may not be able to reply to every application individually, so if you do not hear from us within 1 month of your application submission please assume you have been unsuccessful on this occasion.

For good candidates that are not successful on this occasion we will inform you and ask if we can keep your CV for a later date when we re-advertise for new roles.

If you are successfully shortlisted, we would then look to hold an initial telephone interview before a second interview at Smartdesc's offices.

Applications to be sent to [nocjobs@smartdesc.co.uk](mailto:nocjobs@smartdesc.co.uk)