

IT Agent

Number of Posts: 1

Contract Type: 2 years definite contact

Job description

- Planning implementation and improvements of IT infrastructure while ensuring continuity of IT related services,
- Managing and solving IT related incidents and requests, received through the internal ticketing system, by providing direct assistance when the matter can be solved locally and escalating others to support when cannot be resolved locally.

Details;

- Make sure that every agent within the company is fully equipped with the necessary I.T equipment and fully functional.
- Take care of accounts and mail boxes creation, include them in the necessary groups and give them permissions as requested by their respective team leaders.
- Diagnose, troubleshoot and resolve technical issues surrounding Windows OS, MS Office, network, e-mail, CRM/Plexop, Zoiper and hardware in a timely manner ensuring reliability and stability.
- Keep under control the stock of computers and peripherals that will be provided to agents and ensuring that needed material will always be available by ordering what is required in an appropriate amount and always at the best price possible.
- Recommends IT strategies, policies, and procedures by assessing organization outcomes, identifying problems, evaluating trends and anticipating requirements
- Measure, plan and report IT infrastructure capacity, participate in IT infrastructure development projects, cooperation with other IT-related teams
- Create "how-to" manuals on solutions to frequently asked questions, create procedures to improve workflow and other technical documentation

Requirements

- Fluent in English (fluent in Italian is an advantage).
- 1 years' experience in IT is a must.
- Degree Qualification in IT is an advantage.

Training provided

Yes

Any assistance with accommodation/relocation

Yes – Flight refund up to 200 euros after 3 months within the company
30 days free accommodation in the company apartment

Any other benefits

- Medical insurance (after three months in the company)
- Malta Menu food allowance card after three months veterans 75EUR/month + breakfast at the office every day
- Discount at St Julian's largest gym, Cynergi
- Opportunity to grow within the company

Salary

Eur 18k – 22K

How the interviews will be held

Via Skype

Any other information

To apply for this vacancy please send your updated CV on eures.recruitment.jobsplus@gov.mt quoting the vacancy title and reference number.