About Pronet

Pronet was established in 1992, and today is considered a strategic network security partner by numerous organizations of different sizes and footprint globally, in more than 40 countries across 5 continents. Our expertise, continuous innovation, learning and young talent, allows us to grow and serve many customers across industries.

System Engineer T1

The role will be part of the assigned Systems team and will be responsible for providing technical support to users in an efficient and accurate manner. They will solve technical problems and provide support for all assigned areas. Through installing and configuring computer systems, diagnosing hardware/ software faults, and solving technical problems. The goal of the position is to make sure that customer value is maintained to the standards set forth by the company.

What will you be doing

- Manage and monitor all installed systems and infrastructure,
- Maintain security, backup, and redundancy strategies,
- Provide 1st level support on end-users in a professional and friendly manner,
- Write and maintain knowledge base by documenting known issues, resolutions, and troubleshooting steps to facilitate self-service and improve support efficiency,
- Active Directory Services Administration (User Creation, Management and Deletion),
- Maintain and upgrade infrastructure (updates, patches, and security fixes to end-user) appointed by Security or Senior Employees and Vendors Best Practices.

What will you bring

- 1+ years of experience in a similar role,
- Microsoft, VMware Certifications are preferred,
- Bachelor's Degree or equivalent in Computer Science, Engineering, Telecoms, or similar field,
- Solid HW, DELL, HP knowledge,
- Excellent verbal and written communication skills in Greek and English,
- Solid understanding of basic systems principles.

What's in it for you

- A continuous training & certifications plan,
- Competitive renumeration package,
- Being part of cutting-edge IT products that are making a global impact in the service industry,
- Development within a stimulating and challenging working environment.

All applications will be treated as confidential. You may also refer to the privacy policy statement on our company website regarding CV collection & retention.

Pronet is committed to inclusion and is an equal opportunity employer.

Join us and be a part of a company where you will feel included and empowered to succeed!