

# JUNIOR HELPDESK IT TECHNICIAN



Location: Banja Luca

Jobtype: Full time

## *Job description*

*As a junior helpdesk technician in Security and operations centerw you xill perform duties focused upon network/systems infrastructure, general troubleshooting, Primary responsibilities include but are not limited to network monitoring and management, resolving customer issues in a timely manner utilizing the provided software tool sets. The team will be working on a rrequired rotating schedadule. Weekend and overnights shifts will be remote. Within a vibrant and engaging environment, you'll have the chance to broaden your existing expertise and work with cutting-edge technologies. After thietwo months long paid trainee postion a full time job offer will be possible.*

## *Key Duties & Responsibilities:*

- System monitoring, issue escalation
- Writing reports on system status and possible issues
- Running reports on-demand

## *The ideal candidate should possess the following attributes:*

- Confident in explaining complex issues
- An intuitive and methodical approach to problem-solving
- A team-oriented approach (both immediate and wider team) to working and the ability to work equally as well independently
- A confident and proactive approach in furthering technical knowledge and imparting this knowledge to other members of the team
- A positive attitude, setting standards of excellence and achieving them
- The ability to manage time effectively and prioritise cases/projects to ensure goals are met
- Enthusiasm and willingness to learn new technologies and integrations
- Able to work in shifts and able to work on rota basis for on-call remote work (weekdays nights and weekend)

## *Qualifications*

*Good knowledge of Windows / Linux OS*

*IP, TCP, UDP*

*Basic programming experience*

*Preferable Bachelors degree within IT*