



**Dr. Pendl & Dr. Piswanger Albania**, the Human Resources Consulting Company, very successful in Albanian market since 2001, branch of Dr.Pendl & Dr.Piswanger GmbH in Vienna, is currently looking on behalf of one of our international clients for an experienced professional for the position of :

## IT Support Engineer

*IT specialist of the company provide direct support to users across the organization in the field and in the office (home). This includes helping set up hardware or software, diagnosing connectivity or data access problems, answering questions about hardware or software, and helping users access shared drives and devices.*

### Responsibilities of the position include:

- Review diagnostics and assess the functionality and efficiency of systems
- Monitor security certificates and company compliance of requirements
- Offer technical support to company staff and troubleshoot computer problems
- Participates in IT projects and provide input to ensure successful delivery and execution.
- Provide desktop and server support.
- Install and update company software and hardware as needed
- Anticipate and report the cost of replacing or updating computer items
- Ensuring security and upgrades are applied and kept up to date on desktops and laptops.
- Completing internal user moves including phones
- Ensuring security and upgrades are applied and kept up to date on desktops and laptops.
- Completing internal user moves including phones.
- Manage IT stock room and ensure that enough stock is available.

### Job Knowledge Skills and Experience:

- Degree in Computer Science, Information Technology or related field is preferable.
- Experienced as a IT Specialist, Technical Support, Desktop Support Engineer, IT Help Desk or similar role at least 6 years.
- Professional certification (e.g. CCNS, CISSP, MCSE).
- Strong analytical, diagnostic, and problem-solving skills.
- A track record in IT service delivery
- Highly flexible and adaptable.
- Commercially aware with the ability to manage costs/budgets.
- Previous experience of using ServiceNow
- Good organization, time management and prioritization
- Excellent communication ability, fluent in English language both written and verbal.



Interested professionals are invited to send their professional resume until **27.12.2021** to the following e-mail address: [L.zhebo@pendlpiswanger.com](mailto:L.zhebo@pendlpiswanger.com)