



We are LAMDA Development S.A., a holding Company, member of the Latsis Group, specializing in the Development, Investment and Management of Real Estate, listed on the main market of the Athens Exchange.

We are proud to be a leader in the Retail Real Estate sector in Greece, with successful projects in the office and residential sectors!

Our portfolio includes The Mall Athens & Golden Hall in Athens, Mediterranean Cosmos in Thessaloniki, office buildings, innovative residential complexes and, the Flisvos Marina in Faliro.

In 2014, LAMDA signed the contract with the Greek state for the acquisition of the shares of the “Hellinikon SA”. The project includes the land area of the old Athens airport along with the coast front, totaling 6,2 mil sq. m. and will be the largest urban regeneration development project ever in Greece.

This project will include a diverse range of uses including residential communities, hotels, shopping centers, family entertainment venues, museums and cultural venues, health and wellness centers, significant space for sports and recreation, a modern business park with an educational and R&D hub as well as the total regeneration of the existing marina and the entire Coastal Front that will, along with the Park, will be the major attractions of the site.

In Greece, we are currently a team of about 200 colleagues, located in Athens and in Thessaloniki.

We constantly try to create an environment that promotes employees’ professional growth, based on the principles of attracting, developing and retaining human capital, offering equal opportunities to everyone.

To meet current corporate needs, we would like to bring to our team a

### **IT Service Delivery Associate**

***Reference code: ITA\_49***

The IT Service Delivery Associate will be reporting to the IT Manager.

Our new colleague in this position, will be responsible to provide optimum IT customer service to the colleagues/ users in our Company. Your main duty would be to offer assistance to users, in hardware, (desktop computers, printers, scanners or handheld devices) as well as in software programs.

Daily, you will provide in person assistance for internal users, or, alternatively, over the phone, always maintaining effective communication and offering realistic advice!

**In detail, the IT Service Delivery Associate, will be responsible for the following tasks:**

- As a member of the IT Help Desk, our new colleague shall provide direct 1st level support for the Company’s Information Technology assets, resolving problems for local and remote users. He or she shall use established tools, processes & resources (product documentation, diagnostic tools, subject matter experts, service providers etc.) and structured reasoning to perform an appropriate level of analysis of diverse types of incidents/requests that may come up
- Monitors the basic central infrastructure & works with internal or external experts to ensure an excellent level of service for all!



- Sets up and prepares new IT equipment according our IT procedures & maintains the assets inventory using appropriate asset management tools
- Keeps track of all IT related service desk tickets using established tools and elevates to 2nd level support if necessary
- Keeps track of IT Assets inventory in terms of software and hardware while producing regular reports in order to meet current and future business demands

**You will be a successful candidate for our job opening, if you can identify yourself with the following criteria:**

**Academic Qualifications:**

- A Bachelor's degree in Computer science or in a relevant area of study
- Certifications on CompTIA A+ and MCSA Windows 10
- Excellent command of the English language (Proficiency degree), as in this position you will be required to communicate with both technical and non-technical audiences!

**Professional Experience:**

- 3-5 years of solid professional experience, ideally in a similar role in the Construction Industry
- Basic Active Directory understanding and experience (user accounts creation and handling)
- Have strong troubleshooting skills in Windows, iOS, MS Office, MS 365 technologies
- Experienced in Service Ticketing systems (ie ME Service Desk etc )
- On a personal side, you are a results oriented person, with strong critical skills and a willingness to work around problems
- You are also characterized by your ability to communicate & cooperate effectively with all!
- You can indeed perform well in a team environment and meet tight deadlines, following strict IT procedures and methodology

**Our Company offers:**

Our vision is to bring to life the largest urban regeneration project in Europe. So we need to attract the most talented people in our industry & offer all the necessary means and procedures to support them, not only to fill their job description but also to rise above and beyond expectations!

**Thus, we do provide:**

- A passionate working environment
- A competitive compensation package according to professional experience, combined with additional benefits
- An exceptional opportunity to work and develop in one of the most challenging projects in Greece!

*We are an Equal Opportunity Employer. We do not discriminate in any employment practices for reasons of race, color, religion, gender, sexual orientation, national origin, age, marital status, medical condition or disability, or any other legally protected status. Our premises have been especially designed to be accessible to people with disabilities.*