

Service Desk Engineer

(Limassol)

Reference Number: SDE1020

The position:

We are looking for energetic and self-motivated professionals to join our IT team.

The key responsibilities of the role include:

- Ensuring proper and smooth operation of the MT4 and MT5 trading platforms
- Installing, replacing and configuring computer hardware, operating systems, trading platforms and applications
- Troubleshooting hardware and software conflicts and making repairs or adjustments when necessary
- Installing and troubleshooting Windows based systems
- Working with Microsoft, GSuite and cloud technologies
- Assisting with the administration of Windows operating system, Azure Portal
- Performing routine audits of systems and software, and resolving any problems identified
- Administering the Company's ticketing system and responding to staff requests in the agreed SLA, log all IT support helpdesk calls in the ticketing system
- Monitoring our systems by using monitoring tools
- Providing guidance, support and training to staff on IT related issues
- Liaising with external associates for problem solving
- Working on shift schedule

Main requirements:

- BSc/MSc in Information Technology, or any other relevant field
- Experience in a similar position will be a strong plus
- Excellent problem solving and troubleshooting skills
- Proactive and efficient with strong organisational skills
- Ability to multitask, prioritise and work independently
- Provide a fast, polite and efficient responses to all staff



- Knowledge of Windows 10/2012/2016 (MacOS knowledge is considered a plus but not a must)

Benefit from:

- Attractive remuneration package plus monthly shift allowance and end of year performance related reward
- Private health insurance
- Corporate pension fund
- Intellectually stimulating work environment
- Continuous personal development and international training opportunities

Type of employment: Full time

Location: Limassol, Cyprus

Please visit our website www.xm.com/careers to submit your online application for this position.

All applications will be treated with strict confidentiality!