

L1 Systems Engineer

Belgrade, Serbia

Job summary:

We are a cloud provider and IT systems integrator focused on making enterprise IT work better and be more secure for our customers through a tailored blend of innovative on-premise and cloud solutions. Our partners are some of the largest global technology companies, such as VMware, SAP, Microsoft, Red Hat, HPE, Cisco and Check Point. L1 Systems Engineer is responsible for participating in delivery of workplace and datacenter solutions and providing L1 technical support to our customers – companies of various verticals and sizes in the Adriatic region, EU and USA.

Responsibilities:

- Participation in delivering and supporting various workplace and datacenter technologies and solutions for company's customers (remote and on-site)
- Providing L1 technical support for internal company needs (workplace, on-prem infrastructure and our public cloud platform)
- Continuous education and occasional certification related to the IT solutions used in day-to-day work

Qualifications:

- Experience with Windows 7/10/11 administration, as well as troubleshooting of applications and peripherals
- Knowledge of computer architecture and organization
- Familiarity with TCP/IP networking concepts
- Fluency in spoken and written English

Nice to have:

- Bachelor's degree in Computer Science, Electrical Engineering or related field
- IT certifications (e.g., CompTIA, Microsoft, Cisco etc.)
- Previous experience in providing technical support to end users
- B category driver's license

What we value:

- Communication and teamwork skills
- Personal initiative and customer orientation
- Technical problem solving and troubleshooting skills

- Readiness for continuous personal development

What we offer:

- Competitive salary and opportunities for personal growth
- Participation in challenging multidisciplinary projects built on innovative solutions from leading technology vendors
- Dedicated mentor during the onboarding period
- Support of a high-performance and diverse team of engineers within our Department for Cloud and Infrastructure Services
- Personal development plan and a dedicated budget for education and trainings
- Flexible working hours with a 38-hour work week, hybrid working model, private health insurance, yearly and project-based bonus schema and other benefits and perks for employees