

ORBICO GROUP IS A LEADING DISTRIBUTION COMPANY IN EUROPE, PRESENT 24 COUNTRIES. ORBICO ALBANIA WAS FOUNDED IN 2010 AND SINCE THEN HAS BECOME A KEY PLAYER IN THE DISTRIBUTION OF BUSINESS. WORKING WITH 20 PRONCIPALS AND MORE THAN 60 BRANDS, ORBICO ALBANIA AIMS AT PROVIDING QUALITY PRODUCTS AND EXCELLENT SERVICE WHILE ASSISTING THE AVERAGE CONSUMERS IN THEIR DAILY NEEDS.

THIS IS A CAREER OPPORTUNITY FOR AMBITIOUS AND DYNAMIC INDIVIDUALS TO BECOME PART OF A LEADING DISTRIBUTION COMPANY

WE HAVE A VACANT POSITION:

## IT Support Technician

### Duties and Responsibilities:

- **Supports relevant IT Managers departments and/or divisions and other as required.**
- **Provides IT assistance to users.**
- **Trains end-users on hardware functionality and selected software programs.**
- **Resolve incidents in a timely manner according to their priority.**
- **Monitors hardware, software, and system performance metrics.**
- **Updates computer software, as well as hardware and systems according to defined schedules.**
- **Processes documents and performs diagnostic tests.**
- **Keeps track of technological advancements and trends in IT Support.**
- **Other tasks defined by the direct supervisor or by the employer.**
- **Engages in collaboration with the business and stakeholders to develop a professional relationship.**
- **Supports Team Leaders and Managers in the day-to-day operative and ad-hoc tasks.**

### Required skills:

- **Possess strong communication skills and the ability to collaborate effectively in a team.**
- **Demonstrate problem-solving skills.**
- **Exhibit excellent organizational abilities.**
- **Show respect, integrity, and adhere to ethical work practices.**
- **Display innovative thinking and capabilities.**
- **Have outstanding knowledge of IT-related aspects.**
- **advanced knowledge of English language**

What we offer:

- Full time employment contract
- Opportunities for professional development
- Attractive compensation package
- Chance to be part of a dynamic growing company
- Motivated team and enjoyable work atmosphere

We are seeking to fill this position as soon as possible. The application process will be open from January 28, 2025, and the deadline for submitting applications is February 11, 2025.

If you are proactive and have a personal drive for improvement and the right mix of knowledge and competencies, please submit your structured CV and your motivation letter to our mail: [rekrutime.al@orbico.com](mailto:rekrutime.al@orbico.com)

Only selected candidates will be contacted.

*\* All applications will be treated with complete confidentiality according to law no. 9887 on "Personal Data Protection" and will be used only for recruitment purposes.*

You are invited to be part of our team, not as a challenge but because you will enjoy to.

We will face challenges together!