

Field Support Engineer

SmartWare's mission is simple: to create remarkable retail life. We help our retailers build thriving businesses.

We also believe that a collaborative **creative culture**, where every employee feels inspired to innovate and achieve is essential for our success.

And we are growing... We're expanding our Support Desk team looking for people who are keen to work for an **amazing** company and jump into the next stage of their career! We are on the lookout candidates who have a passion for technology and past experience working in the retail sector. Whether you are at the early stage of your career or just ready for a change we'd love to hear from you!

WHAT ARE WE LOOKING FOR?

We are looking for people who are enthusiastic, hard-working, and quite tech-savvy, preferably with an education in Computer Science to join our **Customer Support Team!** In this role, you will provide amazing service & troubleshooting services to our retailers.

A DAY IN THE LIFE ON OUR CUSTOMER SUPPORT TEAM MIGHT LOOK SOMETHING LIKE THIS...

- Responding to a high volume of technical support
- On-site hardware and related maintenance checks.
- Emergency break fix visit to clients
- Provide POS support
- Diagnose and troubleshoot both hardware and related software issues

DOES THIS SOUND LIKE YOU?

- Education in Computer Science or Engineering
- Challenges are always an opportunity to learn, you are a self-starter and thrives off problem solving, looking beyond the issue at hand and suggesting new ways to approach common retail problem
- Energetic, friendly and outgoing individual who values learning and knowledge
- Able to prioritise tasks
- Excellent client interaction

REQUIRED EXPERIENCE

- Experience within an IT services
- Possess hardware repair skills and POS support
- Driving license

Where to from here?

Obviously, we're looking to ensure it's a solid fit from both sides: we want you to step into a role you love, and we want to offer you a place you're proud to come every day.

As part of the IT Service team you will ensure the team delivers high quality IT Services across the organization and fully supports our user communities.

Now that you're done reading, apply already! Use **ATH-CE** as reference at **cv@smartware.gr**

* **SmartWare SA** was founded in 2004 by experienced IT professionals in the Retail & Distribution industry. It is an independent and self-financing company aiming to help retailers optimize business operations by providing high added value professional services and integrated solutions. In order to prosper and expand internationally, we invest in new technology and promote innovative solutions that will address the challenges of the target industry.

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For more information, about our products you can check out our site and join our LinkedIn Group.

All information received will be treated with strict confidentiality