IT Support Specialist

**Who We Are:**

Persado is the only Motivation AI platform that enables personalized communications at scale to immediately inspire each individual to engage and act. Organizations that use Persado reach a tipping point in their ability to understand their customer, generating powerful, on-brand content and communications that drive value.

As an employer, Persado is committed to creating a place where everyone’s unique perspective is valued. We understand that our team members and our inclusive culture are what make Persado special. Persado is proud to be named on Fast Company’s World’s Most Innovative Companies list in 2020, Built In’s Best Places To Work in 2021 & 2022, and Comparably's Best HR Team in 2022.

**What We Are Looking For:**

We are looking for an **IT Support Specialist** with working hours 10:00 - 18:00 EEST. You will be assigned to our Athens office and will assist our global IT team in providing excellent support to end users.

**What You Will Work On:**

* Provide 1st, 2nd level end user support
* Provision of new equipment and user accounts
* Perform troubleshooting for end user issues
* Create user accounts on cloud services (e.g. Google Workspace)
* Assist with managing our video conferencing infrastructure
* Assist with rollouts and adoption of new cloud services

**What You Bring:**

* Up to 3 years of relevant work experience
* Good OS experience with macOS 10.15 and above and Windows 10 and above
* Knowledge of TCP/IP networking, and related network services
* Ability to resolve application problems, troubleshoot and maintain software and hardware
* Experience with Cloud office applications like Google Workspace or Microsoft Office 365
* Windows Server, Active Directory basic administration skills
* Experience with full disk encryption such as BitLocker and FileVault
* Understanding of Single Sign-On and multifactor authentication
* Exceptional time-management and organizational skills
* Familiarity with security compliance such as SOX, SOC 2, ISO 27000, GDPR, CCPA is a plus
* Experience in geo-diverse enterprise environment is a plus
* Fluency in English and Greek language
* A positive attitude, a sense of humor and a strong desire to provide outstanding services to our users
* Willingness and ability to deliver results in an exciting and fast-paced environment that requires fresh thinking and innovation
* Excitement about working autonomously in a lean environment
* Strong communication skills and the ability to coordinate and collaborate across time zones
* Great attention to detail while keeping a strong sense of responsibility

**What We Offer:**

Achieve your life goals and work goals at Persado.

* Persado’s hybrid working model empowers both remote and in-office work equitably!
* Competitive and equitable compensation
* Generous benefits packages globally
* 401k matching (USA); Pension Scheme (Certain EU locations) to prepare for your future
* We encourage professional growth through our dedicated enablement and training teams, as well as on demand tools and resources
* $1250 Employee Enrichment Fund to pursue a passion or upgrade your home office!
* Structured onboarding program to ensure a confident start and long-term success for new hires!
* Strong emphasis on career development and mobility, continuous feedback loops and performance management
* Flexible time off to support work-life harmony (including Summer Fridays)
* #PersadoCares! 2 paid Volunteer days per year and $100 charitable donation match
* Robust Diversity, Inclusion and Belonging initiatives; culture month celebrations, monthly diverse speaker series, commitment to bias-free recruitment, ERGs (#culture, #mindsmatter, #parents, #women, #green, #pride and growing)!
* Recognition, Rewards and Ideas to Action programs to recognize the contributions and impact of Persadoans across the globe!

Valuing diversity at Persado means recognizing and respecting human differences and similarities. Persado is committed to diversity with respect to all aspects of employment. All decisions regarding recruitment, hiring, promotion, compensation, employee training and development, and all other terms and conditions of employment, will be made without regard to race, religious beliefs, color, gender identity, sexual orientation, marital status, physical and mental disability, age, ancestry or place of origin.

\*Please submit your CV in English
Classification: Public