Puzzle Brains is looking for an IT Service Desk Administrator in Shtip!

Responsibilities

- Overall responsibility for operations and maintenance of the company infrastructure environment;

- Administering user workstations, printers, servers, routers, switches, firewalls, wireless APs;

- Administering and supporting Google Workspace;

- Managing and monitoring MS Azure AD;

- Managing office physical access control system;

- Maintaining the office networks and connectivity, security updates and patches;

- Maintaining system administration documentation and systems based on best practices;

- Analyzing, troubleshooting, and resolving problems;

- Administrating office VoIP and video surveillance systems;

- Providing direct technical support to end users.

Requirements

- Appropriate IT related degree;

- 2+ years' experience in networking (switching/routing, firewalls, VPN, Wireless AP);

- 3+ years' Experience in administering Windows-based servers;

- Experience in end user support;

- Knowledge or Experience with MS Azure cloud services;

- Experience with supporting Windows 10, 11 clients;

- Experience with Microsoft Office products and Office 365;

- Fluent English, both written and verbal;

- Enthusiastic, hard-working, motivated person with excellent communication skills and a sense of humor.

Considered as an advantage

- Knowledge and/or experience in other public clouds are welcome;

- Knowledge and/or experience with MS Endpoint manager (Intune);

- Knowledge and/or experience with Monitoring systems (PRTG, Zabbix);

- Experience with MAC OS X and/or Linux administration;

- Technology certificates;

- Knowledge and/or experience with SonicWall/Palo Alto firewalls.

If you are interested, we invite you to submit your CV and be a part of our amazing journey.

Contact info: 070-333-565; emilija.puzzlebrains@gmail.com