Junior Technical Support Engineer (Arduino)

ManpowerGroup Greece, on behalf of its client, a LiDAR manufacturing company specializing in atmospheric sensors, is looking for a **Junior Technical Support Engineer** to join their IT Support Team.

Workplace Location: Athens, Northern Suburbs, Greece

The role does not require any Standby / Shifts

Kindly note that you might need to travel abroad (within & outside the EU). Trips will be up to 3-5 per year.

What you will be doing:

- Receiving technical failure reports from clients' engineering teams (responding by phone or emails)
- Using trouble ticketing system to register the fault and prioritize it
- Contacting clients to find out the nature of the technical or IT issue
- 1st level management of issues with the help of technical tools available and escalation to 2nd level, if not resolved
- Monitoring and ensuring damage are repaired using the appropriate technical tools
- Updating clients on the removal of damage and "closing" the trouble ticket

Requirements

- A University or Technical University Degree in Mechanical Engineering, Electrical Engineering, Electrical Engineering, SEMFE, Physics or relevant fields
- Excellent knowledge of MS Office
- Experience in **Arduino IDE applications**
- Experience in Windows/Ubuntu environments
- Excellent knowledge of English (both written & oral) is required, as you will be working daily in international environment

Benefits

- 1.100 – 1.400 gross per month and a bonus plan
- Private Insurance Plan
- Continuous training
- Friendly working environment