



Company: T.C. Ziraat Bankası A.S. – Athens Central Branch

Reporting Line: Information Technologies and Hardware Department Manager

Job Description: Information Technologies and Hardware Department Associate

Summary of functions and tasks:

As an Information Technologies and Hardware Department Associate, you will play a crucial role in supporting the efficient functioning of our IT infrastructure and hardware systems. This position offers an exciting opportunity to work with cutting-edge technology, collaborate with a dynamic team, and contribute to the success of our organization.

Objectives of this role

- Efficient IT Infrastructure: Ensure the efficient operation of the company's IT infrastructure by assisting with the installation, configuration, and maintenance of computer hardware and peripherals.
- Technical Support: Provide effective technical support to end-users, troubleshooting and resolving hardware and software issues in a timely manner to minimize downtime and disruptions.
- Network Connectivity and Security: Maintain network connectivity and security, safeguarding company data and ensuring the integrity of IT systems.
- Inventory Management: Manage hardware and software inventory to track assets, facilitate procurement decisions, and ensure optimal resource allocation.
- Procurement and Vendor Management: Assist in the procurement of IT equipment and services, evaluate vendors, and negotiate contracts to ensure cost-effective solutions and vendor performance.
- Professional Development: Continuously enhance knowledge and skills by staying up-to-date with industry trends, certifications, and emerging technologies.
- Problem-Solving: Apply strong problem-solving and analytical skills to identify and address IT-related challenges effectively.



- Team Collaboration: Collaborate with cross-functional teams within the IT department and other departments as necessary to provide comprehensive IT support and solutions.
- Cybersecurity: Contribute to the organization's cybersecurity efforts by adhering to best practices and assisting in the implementation of security measures.

Required skills and qualifications

- Bachelor's degree in computer science, information technology or a related field is preferred (or equivalent experience).
- At least 3 years' experience in a position of information technology department.
- Strong understanding of computer hardware, operating systems, and networking principles.
- Proficiency in troubleshooting hardware and software issues.
- Excellent communication and interpersonal skills.
- Ability to work both independently and as part of a team.
- Strong problem-solving and analytical skills.
- Willingness to learn and adapt to new technologies.
- Basic SQL Knowledge is required.
- Ability to support various IT functions that involve database-related tasks.

Key Responsibilities:

- Assist in the installation, configuration, and maintenance of computer hardware and peripherals.
- Troubleshoot hardware and software issues and provide timely resolution.
- Ensure network connectivity and security.
- Perform hardware and software inventory management.
- Assist in technology procurement and vendor management.
- Provide technical support to end-users and assist in user training.
- Maintain documentation for IT processes and procedures.

If you are a motivated and IT-oriented individual looking to launch your career in the banking industry, we encourage you to apply. Please submit your resume and cover letter detailing your qualifications to HR_athens@ziraatbank.com.

Join our team and be part of a dynamic banking environment where your skills and dedication will be valued. We look forward to receiving your application.