



POSITION	Maintenance Specialist
TERM	Full time
LOCATION	Yerevan, RA
START DATE	ASAP
OPENING DATE	28/09/2023
APPLICATION DEADLINE	13/10/2023
DURATION	Long term, with a three-month probation period

"ID Bank" CJSC is looking for an accomplished and motivated candidate, who will join its Systems and network administration unit as a maintenance specialist.

JOB RESPONSIBILITIES

- Receive, process, and register the Bank employees' requests/incidents in the Help Desk system, categorizing them based on importance and complexity
- Remotely address regular tasks/incidents and frequently asked questions of employees
- Forward non-standard incidents of employees to relevant specialists based on applications registered in the Help Desk system
- Offer options for improving request and incident management processes.

REQUIRED QUALIFICATIONS

- Higher education
- A minimum of one year of work experience
- Solid understanding of Windows 10/11 operating systems
- Working knowledge of software
- Basic understanding of computer and office equipment:
- Understanding the fundamentals of dealing with employee requests
- Teamwork abilities
- Self-management abilities
- Analytical thinking
- Excellent problem-solving skills
- Willingness to work in a fast-paced environment
- Organizational skills
- Ability to grasp new concepts quickly
- Knowledge of technical English
- Punctuality and accountability for outcomes
- Creative abilities

ADDITIONAL INFORMATION

After successful completion of the probation period, the Bank offers its employees a wide range of privileges, particularly, a comprehensive medical insurance package, a comprehensive bonus plan, a corporate package for sports club services, banking services on preferential terms, etc.

APPLICATION PROCEDURES

All interested candidates who meet the requirements above and are confident that their background and experience qualify them for this position, should send the filled-in application form attached to this announcement to: hr@idbank.am mentioning the position applied for in the subject line of the e-mail. Only short-listed candidates will be contacted.

ABOUT COMPANY

"ID Bank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was renamed to "ID Bank" CJSC since 04.06.2018. The Bank's mission is to be the first choice Bank for the customers as the best innovative Bank providing the customers with personalized unique digital solutions. To learn more about the Bank, please visit: <https://www.idbank.am/>