

# Salt Square

<https://saltsquare.io/jobs/it-support-engineer/>

## IT Support Engineer

### Description

Salt Square is an IT Hub that provides high-quality software development services to clients across different industries. Our team of talented and dedicated professionals is committed to delivering innovative solutions that meet our clients' needs. We have several teams which are fully integrated with our clients. Currently, we're building a world-class team as we scale for our next phase of growth. We're looking for talented and driven individuals who thrive on ownership, influence, and innovation to join us on this ride.

### Qualifications

- Excellent communication and personal skills in English/ (speak, read and write).
- Relevant experience in a help desk/IT support role.
- Experience in the set-up, configuration, and use of computer hardware, software, and networks.
- Ability to communicate technical issues to technical and non-technical employees.
- Proficient in troubleshooting and supporting Windows servers, Windows 10/11, and Office 365.
- Quick analytic response to resolve issues in any situation.
- Self-motivated and willing to learn, as well as always find the solution.
- Able to work in a fast pace environment.
- Advanced level knowledge in the use of all office software (Word, Excel, Outlook, etc.).
- Basic understanding of Cloud Solutions & Cloud Computing.
- Experience providing remote support via phone and remote-control applications desired.
- Willing to learn and adapt to new technologies. You will have the opportunity to learn about all computer systems and any of our technologies when looking to expand your knowledge and career to another internal IT position.

### Responsibilities

As IT Support Engineer you will provide effective IT assistance across all aspects of the business and will provide support via the Service Desk team. The IT team is responsible for supporting and maintaining the Network Infrastructure and Desktop operating systems, plus general maintenance of all IT-related hardware/software. The position provides exposure to a broad range of IT-related projects, activities and cloud based infrastructure

The position will involve the following areas of responsibility:

- Assist all employees with any computer or IT related issues.
- Create, add and modify user accounts and services across our various cloud platforms.
- Assist users over the phone, in-person, and remotely using multiple platforms.
- Administration of Active Directory, Azure, Sharepoint, Exchange, Office365, EndPoints, email filter, backups, phone systems, mobile devices, and any other IT-related software.
- Office365 support setting up devices and email clients, tablets, mobile

### Hiring organization

Saltsquare

### Employment Type

Full-time

### Job Location

Saltsquare office – Tuzlanskog Odreda 6, 75000, Tuzla, Bosnia and Hercegovina

### Date posted

August 21, 2024

phones, and computers.

- Understanding of virtual desktop environment and remote desktop technology.
- Configure, deploy and relocate desktops, laptops, printers, and any other related devices.
- Identify, troubleshoot, resolve, and document end-user system issue requests.
- Ensure all requests are resolved promptly and with high-quality results.
- Ability to organize, prioritize, and meet established deadlines.
- Provide technical documentation for configurations and procedures.
- Open and follow up with tech support from vendors such as internet providers, cloud solutions, consultants, etc.
- Research, design and deploy new solutions required by end-users.

## **Job Benefits**

### **What we offer:**

- Competitive market salary
- Support in your education and growth
- 23 days of paid vacation (National holidays not included)
- Physical/Mental Health allowance