

IT Support Technician - Nicosia

About the Role

We are seeking a motivated IT Support Technician to join our University's technology team. This position plays a vital role in ensuring seamless technology operations across our educational institutions, providing essential technical support to faculty, staff, and students.

Key Responsibilities

Technical Support & Problem Resolution

- Deliver responsive first-line, on-site technical support for our Nicosia campus
- Manage and resolve service requests and IT incidents efficiently, ensuring minimal disruption to educational activities
- Diagnose and troubleshoot diverse technical issues including hardware malfunctions, software errors, and network connectivity problems

Systems Management & Maintenance

- Install, configure, and maintain computer hardware, software applications, and peripherals
- Execute routine maintenance procedures including software updates, antivirus scans, and system backups to ensure optimal system performance and security
- Monitor IT infrastructure to proactively identify and address potential issues

Educational Technology Support

- Set up, configure, and maintain audiovisual equipment, multimedia devices, and classroom technology systems
- Support faculty in utilizing instructional technology effectively to enhance teaching and learning experiences
- Troubleshoot presentation systems, interactive displays, and other educational technology tools

Collaboration & Continuous Improvement

- Work closely with IT team members and external vendors to resolve complex technical challenges requiring specialized expertise
- Participate in IT projects and initiatives that enhance the University's technology infrastructure
- Stay current with emerging technologies and industry best practices to recommend improvements

User Education & Empowerment

- Provide training and guidance to University employees on technology resources and software applications
- Promote information security awareness and best practices throughout the organization
- Create user-friendly documentation and resources to support self-service problem resolution

Required Qualifications

Education

- University/College/Technical School graduate in Information Technology, Computer Science, or related field **OR**
- Professional certification in Information Technology Support/Technical Support
- Equivalent combination of education and experience will be considered

Experience & Technical Skills

- Demonstrated experience in an IT Support Technician role or similar technical support position
- Strong working knowledge of IT systems, applications, and troubleshooting methodologies
- Understanding of fundamental networking concepts and protocols
- Familiarity with Windows and/or macOS/Linux operating systems
- Experience with help desk ticketing systems is advantageous

Professional Competencies

- Excellent verbal and written communication skills in both Greek and English
- Strong interpersonal abilities with a customer-service oriented approach
- Proven discretion and confidentiality when handling sensitive information
- Ability to explain technical concepts clearly to non-technical users
- Strong organizational skills and ability to prioritize multiple tasks
- Patient, resourceful problem-solving approach

Personal Attributes

- Enthusiasm for technology and helping others
- Commitment to continuous learning and professional development
- Collaborative team player with ability to work independently
- Adaptable and comfortable working in a fast-paced educational environment

What We Offer

Join a dynamic educational institution committed to excellence in teaching and learning. You'll be part of a supportive IT team working to empower our University community through technology, while having opportunities for professional growth and development.

How to Apply

Interested applicants should send their CV to vacancies@frederick.ac.cy no later than the 07 of November 2025. The subject of the email should be "IT Support Technician - Nicosia". All resumes will be handled confidentially. Candidates who meet the qualifications will be invited to interviews