

IT Helpdesk Intern

Mellon Group of Companies is a leading multinational group, employing **more than 6.000 people in 11 countries**, with our corporate headquarters located in Athens, Greece. Our offering consists of specialized technology solutions, contact centre and business process outsourcing services.

Mellon Technologies, the parent company of the Group is currently looking for **enthusiastic interns** to start their internship journey with us!

As an intern

You will be part of **our IT Team**, where you will leverage your knowledge on how to provide fast and useful technical assistance to our employees.

Specifically, **you will be trained and learn how to**

- Respond to Company's Users support inquiries
- Help workstation troubleshoot technical issues in person or remotely
- Offer technical assistance regarding the configuration, setup and maintenance of workstations and peripherals
- Redirect unresolved issues to the appropriate teams such as Infrastructure, Telco, Network
- Maintain IT documentation and processes

You should be

- Current student in IT, Computer Engineering or any relevant field
- Eligible to attend an internship through your educational institution

Skills

- Good command of English and Greek
- Strong understanding of software installation & configuration, User's device (e.g.: Desktop and Laptops PCs) and operating systems (e.g.: Windows Operating System)
- An analytical mind with problem-solving abilities
- Teamwork as well as good interpersonal skills

What we offer

- Opportunities to evolve into an international hyper-technological working environment
- Company laptop
- Trainings

If you want to make a difference and work with a top-rated team of talented individuals, come and join us!

In case you are interested, **you may reach out Anthi Galazoula**, HR Officer at Mellon Technologies at the contact details below:

Email: a.galazoula@mellongroup.com | Phone: 210 3362420 (2420)

You can find more information about Mellon Group here: <https://mellongroup.com/>