

HELPDESK SUPPORT OFFICER - IT- Neapolis University Pafos - Cyprus

Main responsibilities:

- Provide support to Distance Students/Academics on our Learning Management System (Moodle)
- Provide support to Distance Students on activities and basic functionality by email/phone
- Provide support to Distance Academics on creation and use of activities as well as basic functionality by email/phone
- Direct support tickets related with technical issues to IT

Main requirements:

- Fluency in Greek and English, both verbal and written
- Great sense of responsibility, high skilled, organized with excellent documentation skills and self-learning ability
- Strong communication skills

Additional:

- Knowledge of CRM or Learning Management Systems will be considered an advantage
 - Certification in Microsoft Office will be considered an advantage
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HOW TO APPLY

If you consider that you meet the selection criteria, please send your application at hrd@nup.ac.cy. Applications must consist of the following:

- A curriculum Vitae
- A covering letter

Please note that all applications will be treated in strictest confidentiality.