

Junior ITOC Analyst (Limassol / on-site)

About us:

Scope Markets is a rapidly expanding Group of companies providing online trading services, with regulated entities and operational hubs around the world. Scope Markets aims to provide the best in class trading infrastructure to cater to the needs of all types of clients from the beginners to the very ultimate institutional traders.

We are extraordinarily proud to provide cutting-edge technology, speedy execution, and low latency solutions to our clients to ensure the most optimal trading environment through strategic placement of trading servers, and robust software and hardware

The Role:

The Junior ITOC Analyst will play a key role in providing first and second-line technical support to Scope Markets' internal staff. The role entails communication and collaboration with the Group Infrastructure and Security team globally, ensuring effective issue resolution and service continuity. The Jr ITOC Analyst will also support the local office in Limassol by delivering timely L1 and L2 support and maintaining operational excellence in IT services.

How You Can Make a Difference:

- **User Onboarding and Offboarding**
 - Handle new starter and leaver requests, including hardware allocation and collection.
 - Set up and revoke user profiles and system access.
 - Conduct IT inductions for new employees.
- **IT Infrastructure Support**
 - Provide first- and second-line support for Windows 11, Mac, VPN, VoIP, Microsoft 365, Zoom, Atlassian apps, CRM, and any other systems or applications used by the organisation.
 - Log, process, respond to, and escalate tickets.
 - Administer, configure, and maintain hardware and software.
- **IT Operational Support**
 - Support local server room operations, patching, and hardware maintenance.
 - Set up and troubleshoot employee workstations, printers, peripherals, telecom, and biometric devices.

- Take part in IT documentation and execute departmental procedures and processes
- Set up and support conference systems and conference rooms.
- Ensure employees know how to use business tools provided.
- Participate in weekend and after-hours maintenance as required.
- **Asset & Inventory Management**
 - Manage IT assets and inventory.
 - Assist with procurement of IT hardware and software locally.

Requirements:

- Experience supporting Microsoft Windows environments.
- Basic support knowledge for mobile devices (iOS, Android).
- Understanding of computer hardware.
- Basic knowledge of networking standards.
- Diploma, BSc, or MSc in Information Technology or related field (desirable)

Skills and Competencies:

- Willingness to learn on the job and thrive in a fast-paced environment.
- Strong communication skills, with the ability to influence and collaborate across all organisational levels.
- Competence in Windows and Mac support.
- Familiarity with Windows Server, Active Directory, Azure Active Directory, and VoIP systems.
- Strong interest in IT systems, support, and cybersecurity.
- Proactive, self-motivated, and able to work independently, including in virtual environments

Personal Specifications:

- Logical, methodical, and detail-oriented with strong time management and prioritisation skills.

- Positive, proactive attitude with eagerness to learn and adapt to new technologies.
- Team player with a customer-service mindset.

Core Values:

Here at Rostro Group we have 7 Values that shape how we work with each other. All 7 are important to every colleague across all of our divisions. Especially important for this role are:

- **Inclusion:** You actively seek different perspectives and integrate them to make better decisions
- **Integrity:** You openly acknowledge your errors, learn from them and use them as opportunities for growth.
- **Ingenuity:** You advocate for simplicity and new approaches that lead to practical and tangible innovations that deliver real business value.
- **Collaboration:** You communicate with cultural sensitivity to engage effectively with international colleagues.
- **Courage:** You voice your opinions with honesty and a positive attitude for the benefit of the company, even if it feels uncomfortable.
- **Persistence:** You are not easily discouraged, approaching challenges with persistence and a positive outlook. You are committed to continuous learning.
- **Respect:** You are confident in your knowledge, but you never assume to know it all.

Perks & Benefits:

- **Attractive Remuneration:** A competitive salary package based on your qualifications, experience, and skills.
- **Performance-Based Rewards:** Annual discretionary bonuses and yearly salary review to recognize and reward your outstanding performance.
- **Generous Time Off:** Annual Leave days to rest and recharge.
- **Well-being Support:** Health and wellness are our priority.
- **Retirement Planning:** Company contributions to our provident fund, helping secure your future.

- **Exclusive Discounts:** Access to a company discount card scheme, offering savings across various services.
- **Vibrant Work Environment:** Be part of an energetic and diverse multicultural team.
- **Flexible Work Arrangements:** Benefit from our hybrid work model, giving you the freedom to work from home.
- **Career Growth:** Opportunities for continuous personal development and career advancement.
- **Team Bonding Events:** Annual company events and parties to foster connection and engagement among employees.

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