

POSITION CARD

DOCUMENT HISTORY_ VERSION
CREATED: 01.2021
UPDATED: 08.2024
VERSION HISTORY: 3

Position: IT Representative	Company: Arkas Hellas
Department: IT	Report to: IT Manager
Position Holder: Lefteris Kalogerakis	Location: Piraeus
Replaced by: IT Manager	Function: IT
Manager/Individual Contributor: Ind. Contributor	Budget Responsibility: No

Purpose of the Position:
Provide support to the users regarding their IT equipment and software applications. Help the IT Team on IT projects and tasks and ensure immediate response. Responsible for creating and updating intranet of the company.

Key Accountabilities:
<ul style="list-style-type: none"> • Deliver support services to the users and take actions as for IT matters to be solved • Deliver support services to external contracted customers related to IT Support • Keep the inventory records for IT equipment (Computers, Servers, Switches, Firewalls) updated • Keep User Accounts Inventories updated • Manage Project and/or Project tasks that are assigned by the IT Manager • Follow corporate IT standard processes, procedures and policies • Communicate with external partners to get offers for products or services regarding the IT infrastructure

Additional tasks:
<ul style="list-style-type: none"> • Create, design and maintain data in the intranet of the company

General Responsibilities:

Responsibilities that apply to everyone who works at Arkas Hellas Group

- Follow general company's policies
- Respect colleagues and embrace diversity
- Be consistent with company's values
- Put customer in the center of all daily activities
- Support and quickly adapt any innovations and changes within company

Knowledge and Competencies:

Qualifications that are necessary for someone to fill the position

- Minimum 3 years of experience in IT function preferably in a shipping agency
- Education: University Degree
- Excellency on the functioning of the operating system and software
- Computer literacy at excellent level
- Ability to communicate with team and cross-functionally
- Very good knowledge of English (verbal/written)

APPROVALS

POSITION HOLDER: LEFTERIS KALOGERAKIS

M.D. People, communications and shared Services: WANDA COSTOPOULOS

MANAGER (of the position): VAGELIS KONSTANTINIDIS