

## **Position: IT Support Specialist**

**(Lisbon, Portugal)**

A2F Consulting is looking for an **IT Support Specialist** to support our internal business operations. Initially remote, we expect a hybrid position in the future (Lisbon area).

S/He will be responsible for providing technical assistance and support to end-users mostly within A2F. This role involves troubleshooting hardware and software issues, assisting with the installation and configuration of computer systems, and ensuring the smooth operation of the A2F IT-infrastructure.

### **RESPONSIBILITIES & TASKS**

- Provide first-level support to end-users by diagnosing and resolving hardware, software, and network-related issues.
- Implement and enforce IT security policies and procedures.
- Assist in monitoring and responding to security incidents and vulnerabilities.
- Respond to support requests via phone, email, or in-person in a timely manner.
- Troubleshoot and resolve issues related to operating systems, applications, and network connectivity.
- Perform diagnostic tests and use remote access tools to identify and fix problems.
- Install, configure, and upgrade computer hardware, software, and peripherals.
- Set up user accounts, permissions, and passwords.
- Conduct regular system maintenance tasks such as software updates, backups, and patch management.
- Maintain accurate records of support requests, issues, and resolutions.
- Create and update technical documentation and user guides.
- Provide training and guidance to end-users on best practices for using IT systems and applications.
- Work closely with other IT team members to escalate and resolve complex issues.



## QUALIFICATIONS

- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field.
- Relevant certifications (e.g., Microsoft Certified IT Professional) are a plus.
- Proven experience in a technical support role or similar position.
- Experience with a wide range of software applications, operating systems, and hardware.
- Strong knowledge of Windows and Mac operating systems.
- Familiarity with network configurations, including LAN, WAN, and VPN.
- Proficiency in using diagnostic tools and remote access software.
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal abilities.
- Ability to work independently and as part of a team.
- Knowledge of Oracle Data base and Oracle xx is a strong plus

Candidates must be legally eligible to work in Portugal. Please send your application letter with detailed CV, references, and salary expectations to [recruit@a2f-c.com](mailto:recruit@a2f-c.com). Only shortlisted candidates will be contacted.