

Job Title	Junior IT Services Specialist
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Organisation	CAS
Location	Malta
Reports to	IT Services Manager
Position Code	CAS79
Job Purpose	The IT Services Specialist serves as the primary point of contact for customers seeking technical support, providing assistance via phone and email. The role involves diagnosing and resolving technical issues through effective troubleshooting, remote support, and the application of appropriate diagnostic techniques.
Responsibilities	<ul style="list-style-type: none"> • Determine the best solution based on the issue and details provided by customers. • Walk the customer through the problem-solving process. • Direct unresolved issues to the next level of support personnel. • Provide accurate information on IT products or services. • Record events and problems and their resolution in logs. • Follow-up and update customer status and information. • Pass on any feedback or suggestions by customers to the appropriate internal team. • Identify and suggest possible improvements to procedures. • End to End support on solutions involving developments. • Helps and provides support to PM team in development projects (QA, testing, end users' trainings).
Job Requirements	
Education	<ul style="list-style-type: none"> • Bachelor's degree or diploma in Information Technology, Computer Science, or a related field. • Certification as IT Technician will be an advantage (e.g., CompTIA A+, Microsoft Certified IT Professional).

<p>Experience, Skills, and Personal Attributes</p>	<ul style="list-style-type: none">• 1–2 years of proven experience in IT services or a similar technical support role.• Excellent diagnostic and problem-solving skills.• Excellent communication ability.• Outstanding organizational and time-management skills.• In depth understanding of diverse computer systems and networks.• Good knowledge of internet security and data privacy principles.• Service oriented personality with excellent verbal and written capabilities.
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