

IT Support

IKEA is the world's leading home furnishings retailer with 403 stores in 49 countries. IKEA started its operations in Bulgaria through House Market, which is a part of Fourlis Group of Companies. We are currently operating 5 stores in Greece, one in Cyprus and one in Bulgaria, 5 Pick-up points in Greece, 3 in Bulgaria and an online store in each country.

For our team in IKEA Sofia Store we are looking for:
IT Support Specialist

Description of the Role:

- Provide 1st level support to all Store Navision CRM and Office Automation users;
- Monitor the smooth operation of Navision System and CRM;
- Personally commit to the fulfillment of all projects assigned with responsibility, within the defined time schedule, and according to the routines of the company;
- Prioritize user requests and respond to each one as soon as possible;
- Check on a daily basis the backup process of the Store;
- Check regularly and troubleshoot if needed the scheduled jobs running in Navision servers.

Position Requirements:

- University degree in Information Technology or relevant;
- Knowledge of MS Dynamics NAV ERP will be considered as an asset;
- Knowledge of Microsoft SQL RDBMS will be considered as an asset;
- Experience in Retail Business Processes and Systems will be considered as an asset;
- Good command of English and use of MS-Office;
- You are a results-oriented person, take initiative and have problem solving skills;
- You have very good planning and organizational skills, ability to multitask and meet deadlines;
- You enjoy teamwork and helping others to be successful in their tasks;
- You have very good communicational and presentation skills.

We offer:

- Work on schedule at 8-hour day;
- Opportunities for development in one of the most successful retail companies worldwide;
- Initial training;
- Highly professional and fast working environment.

Additional benefits:

- Discount in IKEA and Intersport stores
- Food vouchers;
- Bus pass;
- Annual bonus, based on the store's achievements;
- Additional health insurance;
- Preferential prices at the restaurant for employees;
- Access to a doctor, located in the store, one per week;
- Christmas gift vouchers;
- Holiday vouchers from internal initiatives.

Family benefits:

- Voucher for birth of a child;
- Voucher for marriage;
- Voucher for child with excellent grades in school;
- Voucher for a newly admitted student in university – child of our employee.