

VACANCY ANNOUNCEMENT

SPAR Albania Ltd. is an affiliate of BALFIN Group operating in the sector of food retail with the right of exclusivity of the name "SPAR".

Balkan Finance Investment Group, BALFIN Group, is one of the most significant and successful investment groups in the Western Balkans region. Geographically, BALFIN Group is present in Austria, Albania, Kosovo, Bosnia and Herzegovina, North Macedonia, Montenegro, Switzerland, Croatia, and the Netherlands, employing approximately 5,200 people. The activities of the BALFIN Group comprise real estate, wholesale and retail, banking, asset management, media, education, and logistics. BALFIN Group is growing steadily, having a positive impact on the communities through economic development, employment opportunities, innovation, and social investment.

Job position: IT Specialist

Department: IT

Location: Head Office

Summary: Provide effective IT support but also outstanding customer-facing, task management, communication, and organizational skills. The IT Specialist will have the proven ability to balance competing priorities, be detail oriented, be adaptable, flexible, and able to take on other duties when needed. It is anticipated that the role will require occasional travel to store locations to provide onsite support and project related tasks.

Duties and Responsibilities:

- **Help Desk** – Provides Tiers 2-3 application and technical support to teammates' who contact Help Desk for assistance. Ensures that SLAs are achieved, provides effective and timely issue resolution, builds positive working relationships, and maximizes teammate satisfaction.
- **IT Asset Management** – Supports the effective deployment, tracking and management of IT assets.
- **Project Support** – Assigned to lead and support projects as required. Completes assigned project tasks on schedule with agreed outcomes.
- **Systems Administration** – Completes basic system administration tasks as required under the supervision of designated Systems Administrators and Engineers.
- **Team Development** – Provides mentorship, training, and support to more junior internal and external resources assigned to the team.

Qualifications and Skills:

- Education:

University degree, Bachelor IT

- Work Experience:

- Preferably 2-3 years of experience.

- Additional qualifications:

Exceptional listener, with strong customer service skills and the ability to drive results.

- Ability to effectively communicate technical concepts to non-technical audiences in a manner that is understandable and meaningful to them.
- Able to balance, adapt and prioritize across multiple organizational needs and opportunities.
- Forward-thinking; initiating and proactive.
- Ability to develop strong, results oriented working relationships with internal departments, vendors, and clients.
- Enthusiastic team player with a strong drive to create a positive work environment.
- Demonstrated ability to work effectively at both detail and big-picture levels and to obtain results.

- Additional skills:

- Organized with a high attention to detail, able to manage a critical support portfolio.
- Strong sense of accountability and ownership.
- Problem solver.

Application procedure: To apply for this position, please submit CV with covering letter to hr@spar.al stating the post on the subject line or by post to the following address: Spar Albania Ltd, Tirana East Gate (TEG), National Street Tirana-Elbasan, Farkë (Lundër), Tirana.

* All applications will be treated with strict confidentiality according to the law No. 9887 set by the Albanian Parliament for the "Protection of Personal Data".