

## 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:** Network Administrator

**Department:** IT

**Location:** Head Office

**Summary:** The network administrator is responsible for the design, installation, upgrade and maintenance of the Network and the Telecommunication Infrastructure as well as the technical support of the users for problems related to them. He/she must guarantee stable, safe and efficient communication in the network. He/she takes care of the installation, configuration and maintenance of all active network devices: Firewalls, Routers, Switches, WLCs, Wi-Fi Access Points, PBX telephone exchanges and IP phones. He/she must monitor network performance (availability, utilization, traffic and delays) as well as test the network and identify weaknesses. Also, he/she must support the users of the organization with the requests they have in the Helpdesk to help maintain the infrastructure of the Information Systems.

### **Duties and Responsibilities:**

Performs the role of system architect, telecommunications, network and all related functions;

- Provides technical support to the organization in all areas of network administration, telecommunications and systems and network architecture;
- Performs the installation of Firewalls, Routers, Switches, WLCs, WiFi APs, PBX exchanges and IP phones;
- Follow up on HelpDesk requests related to network infrastructure, security, installation and relocation problems, as well as any other related requests;
- Defines the protocols and work processes of Level I support;
- Compiles manuals and procedures and makes continuous review of these documents;
- Support the Helpdesk Structure by resolving requests related to Information Systems Infrastructure;

- Develops long-term plans to ensure that the hardware capacities are sufficient to meet the requirements of new systems and the growth of existing systems;
- Participates in the development and maintenance of the IT security Policy;
- Is responsible for the security of the systems and the information stored in them;  
Systematically monitors the security system to identify any possible interference;
- Systematically implements backups and ensures that all necessary system files and system data are successfully stored in the provided locations;
- Provides Tier II support as requested by various parties. Identifies problems and offers solutions;  
Creates, changes and deletes user accounts as required;
- Compiles and generates technical reports on the activities on the Servers;
- Improves the environment monitoring systems in the datacenter;
- Supports the Helpdesk Structure by resolving requests related to the Information Systems Network and Telecommunication Infrastructure.

**Qualifications and Skills:****- Education:**

University degree, Bachelor IT.

**- Work Experience:**

At least 2 years of experience in related fields.

**- Additional qualifications:**

- Good knowledge of Desktop Operating Systems
- Updated technical knowledge
- Personal commitment to understand and solve problems
- Prevention of future problems by automating processes
- Good knowledge of the programs and devices used in our network

**- Additional skills:**

- Good teamwork skills
- Communicative and responsible
- Interpersonal skills that enable you to work with people at all levels.
- Good analytical and problem solving skills
- Able to handle stress / deliver within tight deadlines
- Able to manage unforeseen situations

**Application procedure:** To apply for this position, please submit CV with covering letter before **31/01/2023** to [hr@spar.al](mailto: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".