

# Turkey Jobs Expertini®

## IT Support Specialist

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Company: Modanisa Elektronik Mağazacılık ve Ticaret A.Ş.

Location: Turkey

Category: other-general

IT Support Specialist We are a global modest fashion e-commerce and retail company. We are currently operating in more than 100 countries and providing the content in five languages: Turkish, Arabic, English, French and German, by adapting to their local preferences. We bring fashion and technology together with the iconic brand and smart operations to create great value for our customers. We invest in each and every customer's experience. We strongly believe in putting people first – our customers, our teams, our partners. We are looking for a candidate to join our IT Support Specialist Key Responsibilities Granting access to any internal system, Assisting with software or hardware setup, Conducting diagnostics of software or hardware issues through AnyDesk, Zoom, Google Meet, If the issue cannot be resolved independently, gather maximum information and escalate the task to the next level of support to the component responsible administrator, Keep a record of work; at the end of the shift, fill in a report for the day: tasks resolved, difficulties encountered, and tasks that need to be monitored by the next colleague taking over the shift. Skills, Knowledge & Expertise Proficient in written and oral communication in English, Ability to follow instructions precisely, Ability to solve unknown problems, Experience with MS Office programs, Experienced user of Windows, Windows Server, Linux and macOS, Experienced user of Google Workspace (Gmail, Docs, Calendar), Experience as a system administrator will be a plus, Experience in technical support is required, Having retail experience, Ability to navigate any internet service, understanding how to register or delete users, Knowledge of JSON, REST API (as a plus), The MODANISA Story Founded in 2011, with a reason to enrich women's lives and to become the leader in the modest fashion e-commerce world.

Modanisa is a globally renowned e-commerce and retail company offering modest fashion apparel, through sales of popular brands, designers, as well as through its own private label lines. Invested by the international leading investors like Goldman Sachs which is one of the world's leading investment bank and investor of start-ups like Facebook, Spotify and Uber and by European bank of reconstruction and development (EBRD) - which has already invested about 11 million dollars in Turkey mostly in private sector and Wamda Capital which is MENA's leading venture investing firm and and finally in 2022 and 2023, it received investments from Re-Pie, Turkey's first asset management company. We have been awarded by Al Jazeera and Thomson Reuters and described as one of the largest players in the modest fashion market. We are ambitious, and we know our pace. Modanisa's 400+ team members (along with subcontractors) are living in the creative world of huge brands. Modanisa is all about people. People are exceptionally talented with strategic agility and team first attitude. If you are a crazy game changer who wants to change the traditional way of fashion. Join Us! Powered by JazzHR

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