



## **ABOUT FCM BANK**

FCM Bank Ltd, headquartered in Swatar, Malta, is a growing financial institution with an expanding presence in the Czech Republic, Slovakia and Germany. We serve more than 18,000 corporate clients, offering lending solutions that help businesses move forward, including working capital, real estate, project finance and investment loans. FCM also provides deposit products for both individual and corporate customers. We are a team of dedicated professionals who believe in building lasting relationships, supporting our clients with reliable service and a genuine commitment to their success.

Currently, the position of **IT SUPPORT OFFICER** is open, and the Bank is seeking a talented individual with a demonstrable record of accomplishment to join our dynamic team of professionals.

## **KEY RESPONSIBILITIES**

- Serve as the first point of contact for users seeking technical assistance via phone, email, or JIRA ticketing system.
- Diagnose and resolve basic hardware, software, and network issues.
- Escalate unresolved issues to second-level support or relevant teams.
- Log all support requests and maintain accurate records in the service desk.
- Assist with the setup and configuration of workstations, laptops, printers, and other IT equipment.
- Support user account management (e.g., password resets, access rights).
- Provide guidance and training to users on standard applications and IT procedures.
- Monitor and maintain IT systems and infrastructure as directed.
- Ensure compliance with IT policies and procedures.
- Participate in IT-related projects and initiatives as required.

## **QUALIFICATIONS/REQUIREMENTS**

- Knowledge of MS Active Directory
- Windows 11
- IT general knowledge
- Ability to work independently and as part of a team.
- Customer-focused attitude
- Office-based role



**BENEFITS (in addition to the statutory employment conditions):**

- Health insurance cover under the 'Private Hospital Scheme' and Dental Insurance
- cover
- Staff home loans at beneficial rate - subject to successful probation
- Training and Development budget
- Company Events and team-building activities
- Discretionary annual Bonus based on individual KPIs and company results

If you are interested in being considered for this position, please send a cover letter and CV to **[vacancy@fcmbank.com.mt](mailto:vacancy@fcmbank.com.mt)**