



**ΕΘΝΙΚΟ ΜΕΤΣΟΒΙΟ ΠΟΛΥΤΕΧΝΕΙΟ**  
**ΓΕΝΙΚΗ ΔΙΕΥΘΥΝΣΗ ΔΙΟΙΚΗΤΙΚΗΣ ΣΤΗΡΙΞΗΣ ΚΑΙ ΣΠΟΥΔΩΝ**  
**ΔΙΕΥΘΥΝΣΗ ΣΠΟΥΔΩΝ**

**ΓΡΑΦΕΙΟ ΠΡΑΚΤΙΚΗΣ ΑΣΚΗΣΗΣ**

Ηρώων Πολυτεχνείου 9, Πολυτεχ/πολη Ζωγράφου 157 80-Ζωγράφος-Αθήνα,  
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### IT Helpdesk Intern

**Mellon Group of Companies** is a leading multinational group, employing **more than 6.000 people in 11 countries**, with our corporate headquarters located in Athens, Greece. Our offering consists of specialized technology solutions, contact centre and business process outsourcing services.

**Mellon Technologies, the parent company** of the Group is currently looking for **enthusiastic interns** to start their internship journey with us!

#### **As an intern**

You will be part of **our IT Team**, where you will leverage your knowledge on how to provide fast and useful technical assistance to our employees.

Specifically, **you will be trained and learn how to**

- Respond to Company's Users support inquiries
- Help workstation troubleshoot technical issues in person or remotely
- Offer technical assistance regarding the configuration, setup and maintenance of workstations and peripherals
- Redirect unresolved issues to the appropriate teams such as Infrastructure, Telco, Network
- Maintain IT documentation and processes

#### **You should be**

- Current student in IT, Computer Engineering or any relevant field
- Eligible to attend an internship through your educational institution

#### **Skills**

- Good command of English and Greek
- Strong understanding of software installation & configuration, User's device (e.g.: Desktop and Laptops PCs) and operating systems (e.g.: Windows Operating System)
- An analytical mind with problem-solving abilities
- Teamwork as well as good interpersonal skills

#### **What we offer**

- Opportunities to evolve into an international hyper-technological working environment
- Company laptop
- Trainings

If you want to make a difference and work with a top-rated team of talented individuals, come and join us!

In case you are interested, **you may reach out Anthi Galazoula**, HR Officer at Mellon Technologies at the contact details below:

Email: [a.galazoula@mellongroup.com](mailto:a.galazoula@mellongroup.com) | Phone: 210 3362420 (2420)

You can find more information about Mellon Group here: <https://mellongroup.com/>

**Κωδικός στο πληροφοριακό σύστημα ΑΤΛΑΣ: 248186**

Σελίδα 1 από 1