Job Title: IT Technician

Location: Prishtina, Kosovo

Company Overview:

Spaxel is a leading owner, operator, and developer of multifamily housing, committed to providing high-quality living experiences for residents. Our centralized property management team supports on-site operations across a portfolio of multifamily residential properties, ensuring efficiency and operational excellence.

Position Summary:

The **IT Technician** will support the day-to-day operations within the IT department. Projects will be assigned as they come up, allowing you to expand your skills and work closely with the rest of the team. This position requires a self-starter who can provide stellar support to our production staff and is eager to learn new technologies and concepts.

Key Responsibilities:

- Provide technical support to team members to ensure seamless and productive experience, including troubleshooting hardware,software and network issues, while maintaining established service level agreements (SLAs).
- Monitor, maintain, and upgrade existing IT systems, including computers, laptops, printers, peripherals, operating systems, and software.
- Respond to helpdesk tickets, troubleshoot problems, and escalate when necessary.
- Maintain accurate records of issues and solutions in the ticketing system.
- Execute the new hire onboarding process to ensure that team members are set up to succeed with technology on their first day (e.g., laptop provisioning, workstation set up).
- Administer user accounts and permissions in Active Directory and Google Workspace (G-Suite).
- Take all necessary actions to ensure the continuous and optimal functioning of IT systems and infrastructure.
- Maintain accurate documentation and report completed work on a daily, weekly, or monthly basis as required.
- Follow IT policies, security guidelines, checklists, and best practices.
- Assist in routine system checks, backups, and updates.
- Perform additional tasks and responsibilities as assigned by the team leader.

Qualifications & Skills:

- **English communication skills** (both written and verbal) are a must.
- High School degree in computer science or related field.
- 1+ years of experience in this role or similar.
- IT certifications are advantageous.
- Strong problem-solving and troubleshooting abilities.
- Ability to interact with clients in a clear, concise, professional manner.
- Familiarity with a majority of the following: Microsoft Windows Server Datacenter 2012 R2; Microsoft Windows Server Datacenter 2016; Internet Information Server (IIS); Windows DNS, Active Directory / LDAP; Linux Ubuntu / CentOS.
- Good interpersonal skills.
- Proficient in software installation.
- Attention to detail.
- Eagerness to learn, grow, and stay in the IT field.

What We Offer

- **Professional Growth:** Opportunities for learning, growth, and career advancement within an expanding real estate company.
- **Work Environment**: Be part of a dynamic, forward-thinking team with a global impact.
- **Compensation**: Competitive salary package, commensurate with experience
- **Contract**: In accordance with Kosovo Labor Law
- **Office Location**: Prishtina
- **Schedule**: Monday-Thursday from 2:30 PM to 11:00 PM, with remote work on Fridays from 12:30 PM to 9:00 PM.

If you are a highly organized, ambitious, and detail-oriented individual looking to kickstart or grow your career in property management, we encourage you to apply!

How to Apply:

To apply, please complete the application by filling out the [Recruitment Application Form](). If you have any questions, feel free to reach out to us at careers@spaxel.com.

Only shortlisted candidates will be contacted.

Deadline: 06.10.2025