



**Position:** IT Site Support Engineer  
**Business Unit:** IT Site Operations  
**Location:** Bucharest, Romania

The position is temporary with the possibility of becoming permanent after a few months.

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### **Adobe – An Award-Winning Employer**

Adobe believes in hiring the very best and that's why we are an award-winning top 100 employer. Recognizing that employees are at the core of our success, Adobe recruits and retains highly qualified and motivated individuals, creates an environment where they can innovate and achieve their best, and rewards them for their performance by giving them an opportunity to share in the company's success. Adobe is consistently ranked as one of FORTUNE magazine's "100 Best Companies to Work For" and "Best Employer" in Romania and Central & Eastern Europe by Hewitt and Associates. We have been also honored with two spots (2008 and 2009) on Germany's "100 Best Places to Work For" list and a spot on Europe's "50 Best Small and Medium-Sized Workplaces" by the Great Places to Work Institute.

### **Adobe Romania**

[Adobe Romania](#) is the largest Research and Development center the company has in the Europe, Middle East and Africa region. Over 175 passionate and highly creative employees work on products and services for enhanced web development and consumption. Adobe Romania is the best company to work for in Romania (Hewitt survey 2008/2009). Adobe is an equal opportunity/affirmative action employer. We welcome and encourage diversity in the workplace.

### **Position summary**

The role of the IT Support Engineer is to support the IT needs of the end-users based in the Bucharest office and other European offices. They will also be liaising with the IT engineers based in Dublin for server and core services related solutions. The IT Support Engineer's role is people, service and support oriented, as well as an IT technical role.

## Responsibilities

- Provide users with Server and Desktop Operating system support, Windows, Mac OS X, Linux.
- Support users with office automation tools, such as MS-Office and Outlook client.
- Specify, install, configure and handover new PC's and Laptops to users, as needed.
- Maintain and patch the network connection, as well as the users' stations to the LAN.
- Participate in the budgeting of IT equipment for the Bucharest office.
- Support Bucharest Engineering labs
- Support Bucharest Conferencing rooms
- Support mobile devices
- Occasionally provide short-term support to other Adobe offices.
- Participate in the maintenance and upkeep of the MDC, IDC's (Server rooms).

## Requirements

- Preferably educated to Degree level or equivalent with a minimum of one years experience in a similar IT environment.
- Good verbal and written communication skills in English and preferably in one other European language (German, French, Russian)
  - Able to prioritise and meet deadlines.
  - Numerate, with a high degree of accuracy and attention to detail.
  - Able to work on own initiative and also as part of a team.
  - Enthusiastic, self-starter who works in a pro-active manner, providing solutions.
- Very good inter-personal skills with the ability to communicate clearly at all levels.
  - Must be people, service and support oriented.
  - Motivation and reliability are extremely important as well as a commitment to achieving committed tasks within the agreed time scales and budget.
    - Ability to work on own initiative and handle multiple projects.
    - Basic ITIL knowledge.
    - Remains calm in a crisis and maintain a sense of humour.
    - Windows XP, Windows 7, Mac OS X, Linux, VMware ESX
    - Windows Server, DHCP, WINS, IP, FTP, Network printing; HP server hardware and Lenovo laptops specification and maintenance.
      - Linux/VMware ESX administration is a highly desirable.
      - Hardware and software installation and upgrades on Windows and Mac OS X platforms.
        - Android

## Benefits

- Industry-competitive salary
- Generous time off
- Educational assistance program
- Employee discounts on Adobe software
- Health Benefits
- Meaningful and challenging work
- Uniquely open and informal environment
- And much more...

Adobe is an equal opportunity employer. We welcome and encourage diversity in the workplace.

## Adobe Overview

Adobe (NASDAQ: ADBE) changes the world through digital experiences. For more than two decades, Adobe has been at the heart of making engaging experiences happen, and we fuel the content creation and delivery ecosystem in a way no other technology company can. Adobe's award-winning technologies and solutions have redefined business, entertainment, and personal communications by setting new standards for producing and delivering content that engages people anywhere at any time. From rich images in print, video, and film to dynamic digital content for a variety of media, Adobe solutions have positively impacted nearly every market and industry.

To achieve this, Adobe offers customers a wide range innovative tools, services and solutions to create highly compelling and effective content and applications, regardless of format or medium. We enable seamless delivery and consumer access to rich content and applications and deliver solutions that efficiently target, assemble, deliver and measure use of content and applications to achieve optimal return on investment. We enable these three things across media and devices, better than anyone else in the world.

Adobe has been a pioneer and innovator throughout its history and is recognized as one of the Top 100 Best Global Brands according to Interbrand.

## Adobe at a Glance

<b>Headquarters:</b>	San Jose, CA
<b>Founded:</b>	1982
<b>IPO Date:</b>	1986
<b>Employees:</b>	9,000+
<b>Offices:</b>	70+ offices worldwide
<b>Fiscal 2010 revenue:</b>	\$3.80 billion
<b>Fiscal 2009 revenue:</b>	\$2.95 billion
<b>Fiscal 2008 revenue:</b>	\$3.58 billion
<b>Business units:</b>	Creative and Interactive Solutions, Digital Enterprise Solutions, Digital Media Solutions, Omniture and Print and Publishing

## Other Info:

About Adobe

<http://www.adobe.com/aboutadobe>

Adobe Culture and Benefits

<http://www.adobe.com/aboutadobe/careeropp/cultureandbenefits.html>

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