

AREE GROUP JOB ANNOUNCEMENT

ههلی کار له ئاری گروپ

Position Title	IT Support Officer
Job Location	Erbil & Project Sites as required
Employment Type	Full-Time
Number of Posts	1
Start Date	As Soon As Possible
Application Deadline	1 July 2026

A. JOB SUMMARY

AREE GROUP for General contracting is looking for a flexible, experienced, and driven IT Support Officer with a wealth of industry knowledge for its Head Office based in Erbil and project site/plants across Kurdistan/Iraq as required.

The IT Support Officer reports directly to the HR & Administration Director is responsible for providing first-line technical support for the company's hardware, software, network, and communication systems and plan the most efficient IT (hardware and software) procedures. The role ensures the smooth operation of IT services across the Head Office and project sites/plants by troubleshooting technical issues, maintaining IT equipment, supporting end users, and assisting with the implementation of IT policies and procedures.

A great IT Support Officer has excellent communication and organizational skills. The ideal candidate will be well-versed in departmental procedures and policies and will be able to actively discover new ways to do the job more efficiently. The goal is to ensure all IT related activities/tasks are carried on efficiently and effectively to allow the operations to function properly.

B. Main Duties and Responsibilities

Hardware & Infrastructure Support

- Install, configure, maintain, and troubleshoot desktop computers, laptops, printers, scanners, and other peripheral devices.
- Conduct routine maintenance and upgrades of IT equipment.
- Monitor and maintain inventory of IT assets and accessories.
- Coordinate repairs and warranty claims with vendors when required.

Software & Systems Support

- Install, configure, and update operating systems and business applications.
- Provide technical support to users regarding software-related issues.
- Support email systems, file-sharing platforms, and productivity tools.
- Assist in software licensing management and compliance.



- Install, configure, maintain, and provide technical support for fingerprint devices, including troubleshooting hardware, software, and connectivity issues.
- Install, configure, maintain, and provide technical support for CCTV systems, including troubleshooting hardware, software, and connectivity issues.

User Support

- Provide first-level helpdesk support to employees.
- Respond to IT service requests and resolve technical issues promptly.
- Deliver basic user training and guidance on IT systems and applications.
- Maintain records of IT incidents and resolutions.

Network Support

- Assist in maintaining LAN, Wi-Fi, internet connectivity, and network devices.
- Support basic network troubleshooting and connectivity issues.
- Coordinate with external IT service providers when necessary.

Site Support

- Travel to project sites and field locations to provide technical support and maintenance.
- Ensure IT equipment at sites operates effectively and complies with company standards.

Compliance & Security

- Follow company IT policies and cybersecurity requirements.
- Assist in data backup and recovery processes.
- Report IT security risks and incidents to management.

Others

- Oversees and responsible for overall IT related activities within the AREE Group's Head Office and its project sites/plants.
- Performs any other related tasks when required.

C. REQUIREMENTS & QUALIFICATIONS

Education

- Diploma or Bachelor's Degree in Information Technology, Computer Science, Information Systems, or a related field.

Experience

- 2-5 years of relevant IT support experience.
- Experience supporting both hardware and software environments.
- Experience providing support across multiple locations is an advantage.
- Experience in using ERP is an advantage.

Technical Skills

- Excellent knowledge of Windows operating systems, Microsoft 365, and Microsoft Office applications.
- Familiarity with computer hardware maintenance and troubleshooting.



- Good understanding of networking concepts, routers, switches, and wireless systems.
- Knowledge of antivirus and cybersecurity best practices.
- Experience with Microsoft 365 is preferred.

Languages

- Good verbal and written communication skills in English, Kurdish and Arabic.

Competencies

- Problem-solving and troubleshooting skills.
- Customer service orientation.
- Communication and interpersonal skills.
- Ability to work independently and manage multiple priorities.
- Good planning and organizational skills.
- Ability to coordinate and manage various project elements at a time.
- Excellent time management skills to ensure project deadlines are met.
- Good coordination skills to effectively work with a diverse group of professionals working on one project.
- Be a resilience, adaptable and flexible team member.

Other Requirements

- Ability to travel regularly between Head Office and project sites.
- Ability to work outside normal office hours during emergencies or critical system issues.

D. SALARY & BENEFITS

Salary Range

- Salary range: IQD 1,500,000 to IQD 1,800,000
(Depending on qualifications and experience)

Benefits

- Transportation allowance or company transport for site visits.
- Medical insurance.
- Social security.
- Annual leave and other benefits in accordance with company policy.

E. IMPORTANT NOTES

- Interested candidates are advised to please send your most updated CV to (jobs@areegroup.com) and indicate (IT Support Officer) into the subject of the email.
- Exact salary will depend on qualifications, experience, and technical competency.
- The deadline for applying is **01/07/2026**.

