474_23_OP_SA

Job Reference

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Position

Helpdesk Linux

Data de tancament

Dimarts, 16 Gener, 2024
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About BSC

The Barcelona Supercomputing Center - Centro Nacional de Supercomputación (BSC-CNS) is the leading supercomputing center in Spain. It houses MareNostrum, one of the most powerful supercomputers in Europe, was a founding and hosting member of the former European HPC infrastructure PRACE (Partnership for Advanced Computing in Europe), and is now hosting entity for EuroHPC JU, the Joint Undertaking that leads large-scale investments and HPC provision in Europe. The mission of BSC is to research, develop and manage information technologies in order to facilitate scientific progress. BSC combines HPC service provision and R&D into both computer and computational science (life, earth and engineering sciences) under one roof, and currently has over 900 staff from 55 countries.

Look at the BSC experience:
BSC-CNS YouTube Channel
Let's stay connected with BSC Folks!

We are particularly interested for this role in the strengths and lived experiences of women and underrepresented groups to help us avoid perpetuating biases and oversights in science and IT research.

Context And Mission

We are looking for a person with a technical profile who will become part of the Operations Department of the Centre as a Helpdesk technician.

Key Duties
- Initial installation, maintenance, and delivery of computers and peripherals
- Initial installation and maintenance of telephones (VoIP) and smartphones.
- Management and support to Meeting Rooms A/V, printing and calendar Systems.
- Provide technical assistance to BSC staff (hardware and software) via phone, email, remote access or in person at BSC offices.
- Give support to Windows, Linux and macOS.
- Follow up to ensure complete resolution of issues/tickets reported to the Helpdesk Team.
- Filter/Redirect tickets to other teams in Operations Department.
- Identify and escalate problems requiring urgent attention.
- Preparation and maintenance of user accounts, mailing lists and MS Office accounts.
- Write, edit and review training manuals for new and updated services.
- Purchase of computers and peripherals, both hardware and software.
- Warranty management of failing equipment.
- Management of stock of computer equipment, printers, telephones, etc.
- Train other staff members in troubleshooting and diagnosing problems.

Requirements

- **Education**
  - Minimum qualification: CFGS or FP II in Computer Science or technical qualification.

- **Essential Knowledge and Professional Experience**
  - At least 1 year in a similar position
  - Knowledge and experience in Linux, Windows, and macOS installation and administration.
  - Knowledge of Linux, Windows and macOS, and its services.
  - Knowledge of all components of laptops, desktops, and personal computer equipment (Hardware and Software).
  - Good command of Spanish and Catalan
  - Intermediate level of English

- **Additional Knowledge and Professional Experience**
  - Experience as a Helpdesk in a Microsoft environment will be valued.
  - Experience in image management and configuration control on Linux platforms will be valued.

- **Competences**
  - Communication skills.
  - Work well under pressure.
  - Proactiveness, responsibility and organizational capacity.
  - Good skills in dealing with users (empathic).
  - Detail-oriented person.
Conditions

- The position will be located at BSC within the Operations Department
- We offer a full-time contract, the possibility to do up to 1 day of teleworking (once sufficient experience has been acquired), a good working environment, a highly stimulating environment with state-of-the-art infrastructure, flexible working hours, extensive training plan, tickets restaurant, private health insurance, full support for the relocation procedures.
- The work schedule is until 18:00 from Monday to Thursday, and until 17:00 on Friday; entry may be until 10:00
- Duration: Open-ended contract due to technical and scientific activities linked to the project and budget duration
- Holidays: 23 paid vacation days plus 24th and 31st of December per our collective agreement
- Salary: we offer a competitive salary commensurate with the qualifications and experience of the candidate and according to the cost of living in Barcelona
- Starting date: ASAP

Applications procedure and process

All applications must be made through BSC website and contain:

- A full CV in English including contact details
- A Cover Letter with a statement of interest in English, including two contacts for further references - Applications without this document will not be considered

In accordance with the OTM-R principles, a gender-balanced recruitment panel is formed for every vacancy at the beginning of the process. After reviewing the content of the applications, the panel will start the interviews, with at least one technical and one administrative interview. A profile questionnaire as well as a technical exercise may be required during the process.

The panel will make a final decision and all candidates who had contacts with them will receive a feedback with details on the acceptance or rejection of their profile.

At BSC we are seeking continuous improvement in our recruitment processes, for any suggestions or feedback/complaints about our Recruitment Processes, please contact recruitment [at] bsc [dot] es.

For more information follow this link

Deadline

The vacancy will remain open until a suitable candidate has been hired. Applications will be regularly reviewed and potential candidates will be contacted.
OTM-R principles for selection processes

BSC-CNS is committed to the principles of the Code of Conduct for the Recruitment of Researchers of the European Commission and the Open, Transparent and Merit-based Recruitment principles (OTM-R). This is applied for any potential candidate in all our processes, for example by creating gender-balanced recruitment panels and recognizing career breaks etc.

BSC-CNS is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability or any other basis protected by applicable state or local law.

For more information follow this link
Barcelona Supercomputing Center - Centro Nacional de Supercomputación