



## “EGA Helpdesk Officer” *Centre for Genomic Regulation (CRG)*

### The Institute

The Centre for Genomic Regulation (CRG) is an international biomedical research institute of excellence, based in Barcelona, Spain, with more than 400 scientists from 44 countries. The CRG shares principles of an interdisciplinary, motivated and creative scientific team that is supported by high-end and innovative technologies and a flexible and efficient administration.

On the 19th of November of 2013, the Center for Genomic Regulation (CRG) received the '[HR Excellence in Research](#)' logo from the European Commission. This is a recognition of the institute's commitment in developing an HR Strategy for Researchers, designed to bring the practices and procedures in line with the principles of the [European Charter for Researchers](#) and the [Code of Conduct for the Recruitment of Researchers](#) (Charter and Code).

[Please, check out our Recruitment Policy](#)

### The role

The new team member will contribute to the daily operations of the European Genome-Phenome Archive, especially in the relation with the scientists who deposit/query data. In addition, She/He will contribute to design new features and to deploy new services, with the goal of bringing value to the huge assets that EGA is hosting, and to provide more sophisticated services to the EGA user community.

### About the team

The Center for Genomic Regulation (CRG, [www.crg.eu](http://www.crg.eu)) in Barcelona is co-managing the EGA (European Genome-Phenome Archive, [www.ega-archive.org](http://www.ega-archive.org)) in partnership with the European Bioinformatics Institute (EBI, [www.ebi.ac.uk](http://www.ebi.ac.uk)) to explore and develop joint services based around human biomolecular data and its associated phenotype information. EGA is ELIXIR ([www.elixir-europe.org](http://www.elixir-europe.org)) Core Data Resources and ELIXIR Recommended Deposition Repository and ELIXIR Spain ([www.inab.es](http://www.inab.es)) service. It is supported by ELIXIR Spain, the Barcelona Supercomputing Center (BSC, [www.bsc.es](http://www.bsc.es)), the Universitat Pompeu Fabra (UPF, [www.upf.edu](http://www.upf.edu)) and is based at the Barcelona Biomedical Research Park (PRBB, [www.prbb.org](http://www.prbb.org)). The EGA is involved in many precision medicine initiatives and projects and looking forward to provide advanced services for that community. The EGA team is steadily growing with developers, curators and system administrators.

### Whom would we like to hire?

#### Professional experience

##### Must Have

- You have at least 1 year of experience dealing with users/customers in person and/or as part of a customer service team
- You have a biological background





### Desirable but not required

- You have knowledge in Human data studies/analysis
- You have the ability to take responsibility and manage key users

### Education and training

- You hold a Bachelor's degree or you are currently studying

### Languages

- You are fluent in English

### Technical skills

- You have proven computer skills at a power-user level
- You must be competent in SQL and in Linux command line interface

### Competences

- You have highly developed organization skills
- You are a team player
- You have a service oriented attitude

### The Offer

- **Contract duration:** 1 year with the possibility to be extended
- **Estimated annual gross salary:** Salary is commensurate with qualifications and consistent with our pay scales.
- **Target start date:** As soon as possible

We provide a highly stimulating environment with state-of-the-art infrastructures, and unique professional career development opportunities. To check out our training and development portfolio, please visit our website in the [training section](#).

We offer and **promote a diverse and inclusive environment** and welcomes applicants regardless of age, disability, gender, nationality, ethnicity, religion, sexual orientation or gender identity.

The **CRG is committed to reconcile a work and family life** of its employees and are offering extended vacation period and the possibility to benefit from flexible working hours.

### Application Procedure

All applications must include:

1. A motivation letter addressed to Dr Jordi Rambla.
2. A complete CV including contact details.
3. Contact details of two referees.





All applications must be addressed to Dr. Jordi Rambla and be submitted online on the CRG Career site - <http://www.crg.eu/en/content/careers/job-opportunities>

**Deadline: 1<sup>st</sup> of January 2021.**

Please note that the position could be assigned before the deadline if a suitable candidate is found earlier. Therefore, we encourage motivated candidate to send their applications as soon as possible.

**Suggestions:** The CRG believes in **ongoing improvement** and promotes a **culture of feedback**. This is one of the reasons we have in place, at your disposal as a candidate, a mechanism to gather your suggestions/complaints concerning your candidate experience in our recruitment processes. Your feedback really matters to us in our aim at creating a **positive candidate journey**. You can make a difference and help us improve by letting us know your suggestions through the [following form](#).



HR EXCELLENCE IN RESEARCH

