

JOB OPENING AT IRB BARCELONA

IT SUPPORT SPECIALIST (ref. AD/19/01)

Created in 2005 by the Generalitat de Catalunya (Government of Catalonia) and the University of Barcelona, IRB Barcelona is a Severo Ochoa Centre of Excellence—a seal that was awarded in 2011.

The institute is devoted to conducting research of excellence in biomedicine and to transferring results to clinical practice, thus improving people's quality of life, while simultaneously promoting the training of outstanding researchers, technology transfer, and public communication of science. Its 25 laboratories and seven core facilities address basic questions in biology and are orientated to diseases such as cancer, metastasis, Alzheimer's, diabetes, and rare conditions.

IRB Barcelona is an international centre that hosts 400 members and 30 nationalities. It is located in the Barcelona Science Park. IRB Barcelona forms part of the Barcelona Institute of Science and Technology (BIST) and the "Xarxa de Centres de Recerca de Catalunya" (CERCA).

IRB Barcelona is seeking a **IT Support Specialist** to work at the Information Technology and Services Department at the IRB Barcelona. The position will involve, amongst other things, to serve as the first point of contact for users seeking technical assistance over the phone or by our ticketing system. As well as, performing remote troubleshooting through diagnostic techniques and pertinent questions, and determining the best solution based on the issue and details provided by the users.

DUTIES

- To serve as the first point of contact for customers seeking technical assistance over the phone or email
- To provide helpdesk support to IRB Barcelona Users. Because of the nature of our institution, users may be top scientists, as well as, administration personnel, with different profiles and knowledge of the different computer systems and tools
- To follow all internal procedures: in order to provide an excellent service to our users, it is asked to follow all internal procedures, using IRB's "IT service management Tools" and carefully documenting all changes made to the computer's systems
- Walk the customer through the problem-solving process
- To assist HPC's team with Linux Workplace and infrastructure projects and changes
- Identify and suggest possible improvements on procedures

EXPERIENCE, KNOWLEDGE, SKILLS & SELECTION CRITERIA

Must Have - Required

- **Experience:**
 - Proven experience as a Help desk Technician or other customer support role.
 - Certificate of Higher Education or BSc in IT, Computer Science or relevant field.



IRB BARCELONA endorses the Requirements and Principles of the *European Charter for Researchers*, the *Code of Conduct for the Recruitment of Researchers*, and Open, Transparent, Merit-based recruitment promoted by the European Commission and follows Equal Opportunities policies.

On 9 December 2014, IRB Barcelona was awarded the "HR Excellence in Research" logo. This recognition reflects the commitment of the Institute to the continuous improvement of its human resources policies in line with the *Charter & Code*. The Institute works to ensure fair and transparent recruitment and appraisal procedures.

- **Knowledge:**
 - Macintosh OS, Desktop Linux and Microsoft operating systems administration knowledge is needed. TCP/IP, Microsoft Active Directory, Printing systems and Office knowledge is a must.
 - Cisco CCNA or equivalent: candidate will manage IRB's Datacenter network, so candidates have to have deep knowledge of switching networks (Ethernet, TCP/IP v4, Spanning tree, LAG, VLANs etc.)
 - Linux: candidate will manage highly powerful Linux workstations, and will provide support to the HPC team so a high level in Linux is needed
 - Apple: Candidate will manage Apple workstations and laptops so wide experience supporting Apple Macintosh is needed
 - Good level of Catalan, Spanish and English.

- **Skills:** An enthusiastic person about working with different systems on a cutting-edge scientific institution. They should be able to work with a myriad of very different kind of user profiles (top scientists with Linux powerful workstations and very specific scientific software, as well as administration personnel with Windows and Office standard tools), so candidates must be very versatile. Candidates must have a collaborative team spirit, good communication skills and good troubleshooting skills. A clear orientation to the internal customer is necessary.

Desirable

- **Knowledge:** SCCM and Apple Enterprise deployment tools.

- **Skills:** It would be helpful but not necessary to have experience working previously in a scientific environment.

WORKING CONDITIONS & ENTITLEMENTS

- **Working conditions:** Employed in compliance with Spanish legislation and regulations under a full-time contract. Employees receive the benefits of the Spanish Social Security system covering sickness, maternity/paternity leave and injuries at work. Salary commensurate with experience and qualifications.

- **International Environment:** The opportunity to join a prestigious international research institution and become a member of our administration team.

- **Continuous training** in a high-quality environment.

HOW TO APPLY & SELECTION PROCESS

Applications for the above opening should include **the CV, a motivation letter and fill the position form**, and should be sent by e-mail to: irbjobs@irbbarcelona.org, indicating the Reference: **AD/19/01**



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- **Deadline for applications:** 15/06/2019
If no suitable candidate is found, the deadline will be extended.
- **Number of positions available:** 1
- **Selection process:**
 - **Pre-selection:** Will be based on CV, motivation letter, experience and innovation.
 - **Interviews:** Short-listed candidates will be interviewed.
 - **Job Offer:** Will be sent to the successful candidate after the interview.

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For more information, please visit our website at: www.irbbarcelona.org

Note: The strengths and weaknesses of the applications will be provided upon request.

If you, as an applicant, have any suggestion or wish to make a complaint regarding the selection process, please contact us at the following email address: irbrecruitment.suggestions@irbbarcelona.org. You will receive a response within a month.