

Help Desk Technician

Vacancy – Terms of reference

Job description

PURPOSE: The Help Desk Technician will work under the supervision of the ICT Service Centre Coordinator and will support the users of the infrastructure through the management of LifeWatch ERIC 1st level Help Desk, and the Service Centre team in the management and maintenance of its software and hardware equipment.

JOB TITLE: Help Desk Technician

LOCATION: Service Centre premises in Lecce, Italy

POSITION: Full-Time, 12 months, renewable

FUNDING RESOURCES: LifeWatch ERIC Strategic Working Plan.

Main responsibilities

- S/he will provide first-level technical support to end users via the LifeWatch ERIC Help Desk, managing tickets, identifying and solving problems, providing immediate solutions where possible, appointing experts to problem queries or referring unresolved problems to a higher level;
- S/he will perform preventive maintenance activities on hardware and software to ensure continuous operation, diagnose and troubleshoot hardware and software problems on PCs, laptops, printers, and other devices, ensuring that all necessary supplies are available;
- S/he will install, configure, and upgrade operating systems and software applications;
- S/he will provide support in the management of local area networks (LANs) and Internet and WiFi connections, and liaise with the service provider team;

- S/he will be organising and managing IT inventory;
- S/he will collaborate with the IT team to solve complex problems and implement new technologies.

The ideal candidate should meet the following requirements

- High school diploma in technical/computer science or related field. University degree in relevant area is an asset;
- 3-year experience in the topic;
- Knowledge of Windows, Mac and Linux operating systems;
- Familiarity with major software packages (Adobe, Microsoft Office, Zoom, etc.) and with CMS like Wordpress;
- Good problem-solving skills and proactive attitude, analytical approach and attention to detail, strong aptitude for teamwork and ability to work by priorities;
- Good knowledge of the English language (B2 level).

The vacancy is subject to the following procedure

- A **short covering letter** and **Curriculum Vitae¹ (EUROPASS format and annexes, 4 pages at the most)** shall be written in English and addressed to the **Lucia Vaira** by **15 September 2024**. Please use the form available at this link: <https://zfrmz.eu/yBvGKNC3ARBRKJxzoYK4;>

¹ Special note for Italian market: According to Italian/Spanish/ Dutch Privacy Protection Law n. 196/03 / Ley Orgánica 3/2018 / any resume not mentioning explicitly the following wording: 'I authorise the use of my personal data in accordance with Italian Privacy Protection Law (30/06/2003, n. 196/03) / RGDP and Ley Orgánica 3/2018 / Personal Data Protection Act' will be automatically deleted from our database and consequently not taken into consideration.

- The selection process will follow the Employment Policy of LifeWatch ERIC;
- Only shortlisted candidates may be called for an interview;
- She/he will be appointed for a 12 months month period. A competitive gross salary, 27.000,00 - 30.000,00 € based on the qualifications and experience of the candidate, will be offered. Employment will be in Italy, follow Italian employment law;
- This position is Full-Time. Her/his main office will be located at the Service Centre premises in Lecce, Italy, without prejudice to the establishment of others in the future;
- Start date in office for the **Help Desk Technician**: **as soon as possible**.

LifeWatch ERIC is an equal opportunity employer, and encourages all qualified candidates to apply, regardless of ethnicity, gender, age, national origin, or sexual orientation.