



BIOMEDICAL SCIENCE FOR THE BENEFIT OF SOCIETY

“Junior Helpdesk Technician”
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 is composed by an interdisciplinary, motivated and creative scientific team which is supported both by a flexible and efficient administration and by high-end and innovative technologies.

In April 2021, the Centre for Genomic Regulation (CRG) received the renewal of the ['HR Excellence in Research'](#) Award from the European Commission. This is a recognition of the Institute's commitment to 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 junior Helpdesk technician will be assisting the other Helpdesk technicians with the responsibility of resolving user requests of any kind, both in-situ or remotely.

The main responsibilities are:

- Support to the users
 - User ticket resolution
 - Troubleshooting and administration of users
 - Installation and support of computer Hardware
 - Installation and support of computer Software
 - Support of cloud services
 - Support for meetings and rooms
 - Support of printers
 - Support of telephone lines and mobile devices
- Management tasks
 - Device inventory
 - Software inventory

About the department

The IT Department is responsible for providing IT services to over 500 users (employees or collaborators) located in Barcelona Biomedical Research Park – PRBB. The department is divided into 3 areas: the Helpdesk team - responsible for the direct support to the user, the Systems Administration team - in charge of administrating all the IT systems and the Web team - responsible for web development and support.

Whom would we like to hire?

Professional experience

Must Have





- You have a bachelor's degree in computing, Telecommunications, CFGM/CFGS or similar degree obtained in the last 3 years
- You have knowledge of: Windows 10 and 11, Mac OS, Linux main distributions (CentOS, Ubuntu), Microsoft Office, hardware installation and PC assembly, smartphones and common telephony, audio-visuals (projectors etc...) and networks (LAN, WIFI)

Desirable but not required/ Nice to have

- Knowledge of SharePoint and Office365 will be appreciated

Languages

- You talk English, Spanish and Catalan

Competences

- Initiative: Proactive and results oriented
- Communications: Strong communication skills; written and verbal. Ability to interact with a diverse audience
- Teamwork: Ability to work independently as well as being a team player.
- Collaboration: Can work collaboratively under standard and established procedures
- Interpersonal relations: Able to build and maintain good relationships with internal and external colleagues at all levels

The Offer – Working Conditions

- **Contract duration:** contrato formativo (1-year full-time position)
- **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 Yann Dublanche.
2. A complete CV including contact details.
3. Contact details of two referees.

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

Selection Process

- **Pre-selection:** The pre-selection process will be based on qualifications and expertise reflected on the candidates CVS. It will be merit-based.





- **Interview:** Preselected candidates will be interviewed by the Hiring Manager of the position and a selection panel if required.
- **Offer Letter:** Once the successful candidate is identified the People department will send a Job Offer, specifying the start day, salary, working conditions, among other important details.

Deadline: Please submit your application by August 10, 2024.

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](#).

