



Helpdesk internship student

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.

In April 2021, the Centre for Genomic Regulation (CRG) received the renewal of the ['HR Excellence in Research'](#) logo 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 Helpdesk internship student 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 for telephone lines and mobile devices
- Management tasks
 - Device inventory
 - Software inventory

Depending on the development of the candidate, other tasks of an accounting nature could be performed.

Who would we like to hire

Must Have

- Availability to do a student placement agreement through your university / institute for at least 6 months
- Knowledge of Windows 10 and Windows 11
- Knowledge of macOS
- Knowledge of major Linux distributions, such as CentOS and Ubuntu
- Knowledge of Microsoft Office applications
- Knowledge of hardware installation and PC assembly
- Knowledge of smartphones and common telephony systems
- Knowledge of audio-visual equipment, such as projectors
- Knowledge of networks, including LAN and Wi-Fi





Desirable but not required/ Nice to have

Knowledge of SharePoint will be appreciated

- Knowledge of 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

- **Duration:** minimum 6 months' internship. Possible to cover the full length of the studies in course.
- **Weekly schedule:** Monday to Friday, part-time or full time.
- **Starting date:** As soon as possible
- **Paid internship**

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.

Application Procedure

All applications must include:

1. A Cover letter
2. A full CV including contact details.

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>

Deadline: The position will remain open until we select a candidate.

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

