

Vacancy

You will join the HelpDesk group, which is part of the ILL's IT Service and is responsible for direct user support and the installation and maintenance of all equipment connected to the ILL's computer networks. The members of the HelpDesk group are responsible for the operation, security and continuous improvement of all the IT equipment provided to ILL-internal services and visiting scientists.

IT Support Technician

Yours Tasks

Reporting directly to the Head of the HelpDesk group, you will have the following duties:

- Provide first-level technical support to end-users to resolve IT problems, including hardware, software, network and system issues
- Record, track and document support requests, ensuring clear communication and efficient problem-solving
- Assist with the regular maintenance of IT systems and the application of the necessary updates to guarantee security and performance
- Provide advice and training to end-users to ensure optimum use of IT resources
- Work in close collaboration with the other members of the IT team in order to improve support services, and contribute to various IT projects.

Qualifications / Experience:

- You have a Level 5 qualification (NVQ, BTEC HNC/HND or equivalent) in Information Technology or equivalent experience
- You have a sound knowledge of Linux environments
- You are an all-rounder and are proficient in the administration of Windows, Linux and macOS environments
- You enjoy the challenge of problem-solving
- You have excellent communication skills and a strong sense of customer service
- You are able to work efficiently both as part of a team and independently.

We offer:

- ✓ **Quality of life** A hub for research and technology, the city of Grenoble is ideally located in the heart of the French Alps (just 3 hours from Paris/Provence by train, 1 hour from Lyon international airport and 1 ½ hours from Geneva). It is important for us that our staff achieve a healthy work-life balance. We therefore offer home working (under certain conditions), generous annual paid leave entitlement and a host of other benefits that you will discover when you arrive!
- ✓ **Prospects** We guarantee you a **Indefinite-term contract** a multicultural scientific environment.
- ✓ **Benefits** - We offer generous social benefits (expatriation allowance, excellent health cover), moving and relocation assistance (under certain conditions) and an annual productivity bonus. We also offer language courses for you and your partner and subsidies for the use of public transport and the staff canteen, as well as for holidays and a variety of cultural and sports activities.

How to apply:

Please submit your application on line no later 12/05/2024, via our website :

https://www.ill-recruits.eu/index_extern.php?sid=1715&intern=0

(vacancy reference : 24/10).