



INS T I T U T M A X V O N L A U E – P A U L L A N G E V I N

VACANCY

The Institut Laue-Langevin (ILL), situated in Grenoble, France, is Europe's leading research facility for scientific research using neutrons. We host over 2000 visits by scientists per year, who come to carry out world-class research.

Are you interested in joining our international institute?

We currently have a vacancy for an:

IT Support Technician (M/F)

Duties:

You will join the User Support group of the ILL's IT Service, where it will be your job to:

- Assist and advise users** with all questions related to the installation, maintenance and troubleshooting of their IT equipment (hardware and software)
- Install and troubleshoot commercial and in-house software applications (e.g. Solidworks or Matlab-type software)
- Participate in the administration of IT equipment (roll-out, operation, upgrade)
- Assist with the management and monitoring of calls to the HelpDesk (client workstations, printers, poster plotters, video equipment, etc.)
- Take part in security activities and the fight against cyber crime (monitoring of antivirus software, updates, providing users with training and advice on security matters)
- Document your work to help ensure **top quality service**
- Work on technology watch projects.

Qualifications / Experience / Soft skills:

- NVQ Level 4, BTEC HND (or equivalent qualification) in computing
- Some initial experience in IT support is required, ideally in the area of user support
- You have a natural talent for interpersonal communication, **excellent listening skills** and a strong sense of **customer service**; you are a good team player but are also able to work independently
- Sound knowledge of Windows and Linux support (Apple would be an added advantage)
- Written and spoken proficiency in English and French.

Benefits: Generous company benefits (expatriation allowance), relocation assistance and language courses may be offered (for more information, please consult our employment conditions).

Notes: This post is a permanent position.

Medical fitness for work under ionising radiation is required.

How to apply:

Please submit your application on line, no later than **12/11/2017**, via our website:

www.ill.eu/carrieres (vacancy reference: **17/26**).

And send an email to: eures@regione.piemonte.it

We are committed to equal opportunity and diversity; we therefore encourage both men and women with relevant qualifications to apply DA/SRH/GRI-11/10/2017 ILL ref. 17/26