

VACANCY NOTICE V/AD/ICT/1/2021

The **European University Institute (EUI)**, based in **Florence, Italy** is organising a selection procedure based on qualifications and tests to draw up a reserve list for the post of

User Support Officer (Temporary Agent, type 2a, AST01¹)

in the Information and Communication Technology Service (ICT)

Who We Are

The **European University Institute (EUI)** at a glance:

- **an international organisation** set up in 1972;
- a research university focusing exclusively on **post-graduate, doctoral and post-doctoral studies, and advanced research**;
- located in the hills overlooking the city of Florence, Italy.

The Institute also hosts the Historical Archives of the European Union.

More on our Institution: <https://www.eui.eu/About>



Our Unit



The mission of the Information and Communication Technology Service ([ICT Service](#)) is to provide Information Technology (IT) resources for the work and activities of the EUI. It is committed to delivering quality customer service and technical solutions in the academic and administrative environment of the EUI community.

The ICT User Support group within ICT Service provides user support for the EUI ICT infrastructure, which includes computer room/office PCs and EUI laptops, EUI email, standard software, networking and remote computing.

Your Key Responsibilities

The Information and Communication Technology Service (ICT) is looking for a dynamic User Support Officer who will be providing first and second level IT technical support relevant to the EUI's ICT hardware and software infrastructure, as well as "best effort"



¹ cf. Annex II

support of personally-owned devices, to end-users of the EUI community, with a focus on communication and IT-related corporate information.

Reporting to the team coordinator, the successful candidate will work together with the centralized incident tracking team (Helpdesk), liaising with third level IT specialists as well as with coordinators and key actors across the Institute.

The main duties may include the following:

Level of Expertise:

- Acting as a subject matter expert and a first point of contact for any IT related matter, providing continuous and systematic support to the end-users to ensure the correct use of available IT services (monitoring, troubleshooting, diagnosis, etc.)

Role in administrative processes:

- Carrying out on-site and remote hardware and software interventions and inspections
- Carrying out installation, configuration, maintenance (preventive, ordinary and extraordinary), replacement and removal of desktops, laptops, tablets, mobile and fixed phones
- Carrying out installation, distribution, maintenance, update, upgrade and removal of software, apps and licences
- Desktop and laptop cloning (Windows and Mac environments)
- Active Directory/Azure/InTune: joining computers to a domain, resetting account passwords
- Carrying out wired and wireless corporate network configuration
- Carrying out corporate Email configuration (including access right configuration)
- Assisting with the creation of Apple ID and/or other cloud accounts and services
- Troubleshooting authentication, accounting and payment systems (timestamp, POS, etc.)
- Handling IMAC (Installation, Move, Add, Change) requests together with the other technical units involved (e.g. portage)
- Managing incidents in centralised ticketing system
- Managing calls to external companies for service repairs under warranty (e.g. sending in the equipment and/or providing assistance to the technicians of the external company)
- Providing assistance to any external company operating on behalf of any one of the Institute's Service Providers
- Carrying out administrative formalities and/or reference regulations (goods return notes, waybills, disclaimers, purchase initiations, asset inventorying, etc.)
- Participating in ICT Service working groups
- Managing corporate information on the ICT Service website, ensuring that all relevant information for end users is presented in such a way as to create awareness and enable the full use of all ICT services
- Helping brand the ICT Service internally
- Drafting regular and concise ICT information and guidance for the EUI community
- Performing reporting activities.

Policy/ Strategy Making:

- Advising the team coordinator on the best support strategy and on the improvement and streamlining of support procedures
- Contributing to policy documents for ICT services.

Representation/communication:

- Representing the ICT Service internally
- Liaising with internal and external collaborators and stakeholders
- Welcoming, inducting and mentoring staff
- Transferring own knowledge to non-specialists

Level of autonomy and accountability:

- Reporting to the team coordinator, leading technical and other special projects, as assigned
- Operating with high level of autonomy and proactivity.

People management:

- Training staff in the use of technology
- Supervising external contractors and/or IT trainees.

Budget management:

- Contributing to budget estimates and insights concerning computing-related expenses.

Finance and procurement:

- Preparing purchase requests
- Approving bons à payer
- Contributing in drafting (technical) specifications for call for tenders
- Participating in evaluation committees for IT tender procedures.



Your Key Competencies

All staff at the EUI share the following competencies:

- Ethics and integrity
- Working in a multicultural environment
- Accountability
- Delivering quality and results



Competencies specific to the unit and the role include the following:

- Resilience
- Knowledge — IT
- Knowledge of Business
- Building trust

What We Offer

- A role in an inspiring community of young scholars with an exclusive focus on master, doctoral and post-doctoral studies;
- A truly multicultural community of 1100 academics at all career stages and support staff of approximately 85 different nationalities;
- The commitment to a genuine culture of equality, diversity and inclusion, and the commitment to attracting, encouraging and retaining a diverse and highly qualified workforce;
- A world-class research library, the Historical Archives of the European Union, and many other excellent research facilities;
- Languages courses and soft skills trainings;
- Access to all EUI facilities: library, crèche, cafeteria, gym, participation in seminars and workshops;
- Competitive salary package including health and pension plan;
- A healthy work-life balance in a family-friendly environment.



How To Apply

Applications must be submitted electronically using the V/AD/ICT/1/2021 online [application form](#) available at

<https://www.eui.eu/About/JobOpportunities/Open-competitions-for-administrative-posts>

CLOSING DATE FOR APPLICATIONS: 12/04/2021 at 24:00 CET

Before completing the online application form you are invited to read [ANNEXES I & II](#) that represent an integral part of this vacancy notice.

ELIGIBILITY CRITERIA

On the closing date for online applications, you must fulfil all the following general and specific conditions:

1. General conditions

- Being a national of a Member State of the European Union;
- Enjoying full rights as a citizen attested by a recent extract from judicial records and/or certificate of good conduct proving no previous conviction for a criminal or administrative offence that could call into question his/her suitability for performing the duties of the post;
- Having fulfilled any obligations imposed by the laws on military service;
- Being physically fit to perform the duties.

2. Specific conditions

2.1 Education (Qualifications)

- A level of post-secondary education attested by a diploma, or
- a level of secondary education attested by a diploma giving access to higher education, and appropriate professional experience of at least three years. This professional experience will be considered part of the educational qualification and will not be taken into account in the required numbers of professional experience under 2.2.2.

2.2. Professional experience²

By the deadline for applications, and in addition to the qualifications required above, you must have at least **three years** of relevant professional experience gained after obtaining the diploma required under 2.1.

2.3 Knowledge of Languages³

- Main language: have a thorough knowledge of one official language of the European Union; and
- Second language: a satisfactory knowledge of another official language of the European Union to the extent necessary for the performance of the duties.

² Professional experience will be counted from the date on which the applicant acquired the minimum qualification for access to this post. Only duly documented professional activity (i.e. remunerated employment or self-employment) is taken into account. Part-time work will be taken into account in proportion to the percentage of full-time hours worked. Periods of education or training and unremunerated traineeships are not taken into account. Completed and remunerated PhDs can be counted as professional experience up to a maximum of 3 years. Any given time period can be counted only once.

³ Recruited candidates shall be required to demonstrate before their first promotion the ability to work in a third EU language.

SELECTION CRITERIA

Essential

- Work experience of at least 3 years in a similar role with a solid Stakeholders orientation as evidenced by previous work experience;
- Excellent knowledge of: Wintel and Apple hardware architectures; MS Windows, Apple macOS, Linux (Ubuntu), Android and iOS operating systems; MS Office software, including platform 365, and in particular Outlook; network protocols/services such as TCP/IP, DHCP, DNS, etc., including client configuration for wired or wireless connections on above-mentioned operating systems;
- Good knowledge of: MS Azure and MS Active Directory (OU, Computers, Users, Groups, join computers to a domain, etc.); authentication protocols and data encryption, IPsec, WPA2, remote access, VPN; collaboration tools such as MS Teams, Zooms, etc.;
- Excellent knowledge of English, both spoken and written (CEFR level: C1 or above).

Advantageous

- Work experience in an academic institution and/or in an international environment;
- Diploma in IT, Computing or Information Sciences;
- Proven communication and presentation skills as well as skills to create technical documentation (such as knowledge bases, flow charts, diagrams, process maps, etc.);
- Basic knowledge of: Microsoft SCCM and MS InTune; authentication and authorisation services/protocols, RADIUS and LDAP; VoIP communication; technical languages for editing and managing information tools and frameworks, including HTML5, CSS and XML;
- ECDL, ITIL Certification (any level) or other professional certificates in the technological areas requested (like Microsoft MOC, Apple Certification of Proficiency, etc.);
- Knowledge of additional languages of the European Union.