INESCTEC

CALL FOR APPLICATIONS: Technical Specialist

Job/position/grant:

Job reference:	AE2022-0191 (SAS-Geral - SAS)
	INESC TEC - Instituto de Engenharia de Sistemas e Computadores, Tecnologia e Ciência
Job/position/grant:	Technical Specialist
City:	Porto
Research field:	Main: COMPUTER SCIENCE
	Sub: Computer Systems

Job summary:

INESC TEC is accepting applications for 1 Technical Specialist job in the IT technician - first line support	
Scientific Advisor:	Jaime Dias
Duration of the contract:	from 2022-07-18 to 2023-07-17, eventually renewable.
Location:	INESC TEC, Porto, Portugal

Job description:

Work Area: IT technician - first line support

Project overview: Serve as a first line of support, provide technical support and assistance to end users in the service's areas of responsibility.

Objectives: Manage incidents/support requests through the ticketing system, telephone and in person. - Resolve end-user support requests on systems under the responsibility of technical support. - Analyze and forward requests outside its scope of action to the competent services. - Produce communication materials (manuals, FAQS, among others) and ensure end-user training. - Collaborate and liaise with other areas within the scope of its activities. - Promoting software updates and good practices, particularly in terms of security, among users. - Identify potential improvements based on user feedback.

Academic Qualifications:	Professional computer science course - level 4
Minimum profile required:	- 9 months of experience in first line technical support, local and remote, for institution/company with more than 100 employees.
	- Knowledge of micro-computers, namely hardware, main operating systems, applications, communications and printing systems from the point of view of terminals.
	- Ability to diagnose and solve complex problems, with limited information from users. Identification of hardware problems and management of communication with suppliers and manufacturers for repairs.
	- Capacity for optimized installation and configuration of computers, operating systems and applications, taking into account the needs of users, the application services available at INESC TEC, and good security practices.
	- Capacity to train users, to propose solutions to increase productivity (eg applications that allow automating tasks) and to create manuals (howtos).
Preference factors:	- Proactive, dynamic and problem-solving oriented profile. - Proactive, dynamic and problem-solving oriented profile. - Good ability to organize and manage the priorities of several issues at the same time. - Good communication, adaptation, and critical thinking skills. - Experience and ease of remote articulation with teams, through virtual tools for collaboration and information sharing. - Experience in supporting the academic/research area.

Funding Entity:	
Type of contract:	fixed-term contract
The hiring shall be governed by what is stipulated in the legislation in force regarding fixed-term employment contracts and by INESC TEC norms.	

Selection criteria:	The selection of the candidates will be based on the following criteria, in descending order of consideration:
	a) Relevant Curriculum in the concerned field of this tender
	b) Proven experience.
Selection Jury:	President of the Jury: Prof. Gabriel David;
	Member: Prof. Jaime Dias;
	Member: Prof. André Freitas;
Notification of results:	The results of the selection process will be sent to the interested by electronic mail.
Application period:	From 2022-06-15 to 2022-06-28
Application submission:	Electronic form filling in www.inesctec.pt in the section Work with Us