

# UPMC ITALY

is issuing a call for applications for the following *no-term* position:

## 1 Helpdesk Operator (Ref. ITSU/18)

UPMC Italy is a company operating in the field of patient care, biomedical research and telemedicine. UPMC Italy also provides professional and operational management and consulting services to develop clinical and research activities. UPMC Italy offers professional opportunities in an international and multicultural setting.

The Helpdesk Operator is responsible for Helpdesk coverage, customer service, and users' training. The Helpdesk Operator monitors and solves issues reported to Helpdesk in compliance with corporate policies and IT Service Level Agreement. The Helpdesk Operator collaborates with the system administrators to solve issues related to the network and to the information systems.

### Requisites:

- High school diploma.
- Documented experience as system administrator for Windows 10-based systems.
- Knowledge of the TCP/IP protocol and LAN networks.
- Extremely good knowledge of Microsoft Office 365 main softwares.
- Basic knowledge of English.

### Preferential qualifications:

- Previous experience in the field of IT supporting services.
- Professional experience with public users.
- Professional experience in a clinical/hospital setting.

The ideal candidate has excellent problem-solving, confidentiality, teamwork, critical thinking skills. Stress and emergency management, flexibility, good communication and organizational skills complete the profile.

**Workplace:** Rome (business trips may be required).

UPMC Italy reserves all rights of discretion when assessing applicants and the validity of applications.

Only applicants who are not excluded under the provisions articulated in Legislative decree 165/2001, Art. 53, para. 16-ter, as amended and supplemented (General rules and regulations for employees of public administrations - <http://www.upmcitaly.it/wp-content/uploads/2017/01/Art.pdf>) can participate in this selection.

After reading the privacy statement and authorizing the processing of their personal data (Legislative decree 196/2003), applicants of either sex (Law 196/2003) are requested to fill out the on-line application form available at <http://selezioni.upmcitaly.it> indicating the reference code.

When filling out the on-line application form, candidates will be requested to enclose their CV in Italian and English.

At the end of the on-line process, applicants will be requested to state, by means of self-declaration, that they possess the requirements listed under this call for applications.

All communications from UPMC Italy will be sent via e-mail to the address given by the applicant upon submission of the application.

The deadline to submit applications is **March 15<sup>th</sup> 2018**.

Only applications submitted on-line (<http://selezioni.upmcitaly.it>) and accompanied by a CV will be taken into consideration.

Under penalty of exclusion, all applicants are obliged to provide the documentation demonstrating the possession of the requisites stated in the self-certification, whenever UPMC Italy requires it during the selection process and within the established mandatory deadline.

Should any preliminary verification show a discrepancy with any statement submitted by the applicant, the latter will be excluded from the selection process, and any negotiation deemed permanently suspended.

Personal data included in the CV will be processed by UPMC Italy S.r.l. or associated companies and IRCCS ISMETT S.r.l. for selections referring to this or other similar positions. Applicants are requested not to include sensitive data (e.g., health status), unless strictly necessary. Detailed information with reference to data storage retention and rights provided for by Legislative decree 196/2003, are available at [www.upmcitaly.it](http://www.upmcitaly.it) and [www.ismett.edu](http://www.ismett.edu) in the Job Opportunities section.