

UPMC Italy

is issuing a call for applications for the following fixed-term position:

1 Helpdesk Operator (Ref. OH RM TD/20)

The inclusion in a protected category, as referred to in art. 1 of Law 68/1999 and subsequent modifications and amendments will be considered a preferred requisite.

UPMC (University of Pittsburgh Medical Center - <https://www.upmc.com>) is a world-renowned healthcare and research enterprise headquartered in Pittsburgh, Pennsylvania, U.S., inventing new models of patient-centered, cost-effective, accountable care.

With facilities in Campania, Lazio, Sicily, and Tuscany, UPMC Italy, the Italian division of UPMC (<https://www.upmcitaly.it/>), is a leader in patient care, biomedical research, telemedicine, IT development and consulting services in areas related to medicine and research. UPMC Italy's clinical and scientific activity mainly focuses on transplantation and oncology, but also involves other specialties: from emergency medicine to neurosurgery, from preventive medicine to cardiac surgery.

The Helpdesk Operator supports users solving IT issues reported to the Helpdesk. He or she applies the defined policies and collaborates with system administrators solving network and IT system issues.

The ideal candidate possesses the following requisites:

- High School Diploma
- Knowledge of the TCP/IP protocol and LAN networks.
- Extremely good knowledge of the main Office Automation software.
- Previous experience as Helpdesk Operator, preferably within international teams and in a clinical-hospital setting.
- Experience in user support for Windows-based systems.
- Experience in user support for Clinical management systems.
- Basic knowledge of English.

Other requisites: Problem solving, time management, interpersonal relationship, and team working skills. Flexibility and autonomy.

Workplace: **Rome.**

UPMC Italy reserves its right of discretion to the fullest extent permitted by law in assessing applicants and the eligibility of their applications.

Only applicants not excluded under the provisions articulated in Legislative decree 165/2001, art. 53, para. 16-ter, and subsequent modifications and amendments (General Rules Governing the Work of Public Administrations), can participate in this selection.

After reading the privacy statement and authorizing the processing of their personal data (EU Regulation 2016/679), applicants of both sexes (Law 903/77) 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, applicants will be requested to attach their CV in Italian.

All communications from UPMC Italy will be e-mailed to the address stated by the candidate upon

submitting his/her application.

The deadline to submit applications is **March 13, 2020**.

Only applications submitted on-line (<http://selezioni.upmcitaly.it>) with an attached CV will be taken into consideration.

Personal data included in the CVs will be processed by UPMC Italy in its role of data controller, for selections for this or other similar positions. Applicants are requested to not include sensitive data (e.g., on health status), unless strictly necessary. Detailed information also with reference to data storage times and rights recognized under EU Regulation 2016/679, are available in the privacy statement at <http://www.upmcitaly.it/en/> in the "Work With Us" section.