

## UPMC Italy

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

### **1 Helpdesk Operator (Ref. ITSU PA/23)**

[UPMC](#) (University of Pittsburgh Medical Center) is a world-renowned healthcare and research enterprise headquartered in Pittsburgh, Pennsylvania, U.S.A., inventing new models of patient-centered, cost-effective, accountable care.

With facilities in Campania, Lazio, Sicily, [UPMC Italy](#), the Italian division of UPMC, is a leader in patient care, biomedical research, telemedicine, IT development and consulting services in areas related to medicine and research.

UPMC Italy is a dynamic and multicultural working environment integrated with dignity and respect. UPMC Italy provides opportunities for personal development, oriented towards continuous improvement and outstanding patient care.

The Helpdesk Operator is responsible for the Helpdesk service, supporting and training users, and solving issues reported to Helpdesk, in compliance with the corporate policies and with the IT Service Level Agreement. The selected candidate will collaborate with the system administrators to solve issues related to the network and to the information systems.

#### **The ideal candidate possesses the following requisites:**

- High school diploma.
- Experience as system administrator for Windows/Linux systems.
- Basic knowledge of the following services: Active Directory, SharePoint, One Drive
- Knowledge of the most utilized video conferencing systems (Teams, Zoom, Meet, etc.)
- Previous experience in the field of Helpdesk services.
- Experience in user onboarding/offboarding processes.
- Knowledge of the TCP/IP protocol and LAN networks.
- Excellent knowledge of the Microsoft Office 365 suite.
- Experience in building data centers and migrating to cloud, with a focus on automating and simplifying user support.
- Experience in a clinical/hospital setting.

**Other requisites:** Excellent problem solving, team working, and critical thinking skills, confidentiality. Stress management, emergency management, flexibility, and communication and organizational skills complete the profile.

Workplace: **Palermo**.

UPMC Italy reserves the 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 can participate in this selection (General Rules Governing the Work of Public Administrations).

After reading the privacy statement and, if necessary, authorizing the processing of their personal data (EU Regulation UE 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/?lang=en>.

All communications from UPMC Italy will be emailed to the address stated by the candidates upon submitting the application.

UPMC Italy declines any responsibility for non-delivery of communications due incorrect e-mail addresses provided by applicants upon submitting their application.

The deadline to submit applications is **March 6, 2023**.

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