Call reference number	(2024-08)
Call name	IT Technical Assistant
Application Deadline	2024/06/10

Introduction and main description

We are seeking an enthusiastic IT technical assistant to join the IT Department at Fundación BCMaterials.

The IT technical assistant will depend on the head of IT & Facilities and will work closely with the IT technician at the center.

The position is within the framework of an international and multidisciplinary environment. BCMaterials is an autonomous research centre, included in the BERC's (Basque Excellence Research Centers) network and its mission is to generate knowledge on the new generation of materials, turning this knowledge into (multi)functional solutions and devices for the benefit of society.

Skills and Requirements

The position requires:
• A certificate of higher education or similar in Technician in Administration of Network Computing Systems.
• A very high level of motivation and independent thinking abilities.
• Excellent command of spoken and written English and Spanish.
• Precise, with attention to detail, and well organized.
• Proactive, flexible, and have a problem-solving attitude.
• Knowledge in Microsoft Active Directory, Microsoft's desktop and server operating systems, MDM environments, networking equipment, Microsoft PowerShell scripting.
It will be positively valued:
• Previous experience working with ITSM tools (JSM, Confluence).
• Previous experience working with Microsoft Intune and Windows Autopilot.

Work Program / Duties / Responsibilities

• Support researchers and administration users in their daily use of corporate IT services.
• Work in collaboration with the rest of the technical staff.
• Maintenance and support of IT equipment: laptops, workstations, printers, UPS, switches, firewalls, servers.
• Inventory control of IT assets and related documentation.
• Basic corporate IT training for new users during their onboarding process.
• Registration and tracking of technical support cases with vendors.
• Management of Intune apps, policies and device deployments.
• Management of Active Directory users and computers in a hybrid environment.

Application Procedure

Apply by submitting a motivation letter and a CV (in English) using the "Contact" button at the corresponding offer, at the "Join Us" area on BCMaterials' portal (https://www.bcmaterials.net/join-us).
Your name and email address will be required for furher contact too.

Other Relevant Information

We provide a highly stimulating environment with state-of-the-art infrastructures, and unique professional career development opportunities. We offer and promote a diverse and inclusive environment and welcomes applicants regardless of age, disability, gender, nationality, ethnicity, religion, sexual orientation or gender identity.