

## **ECHA/TRN/2023/020 - Productivity and Support Systems Unit (I1)**

The Productivity and Support Systems Unit designs and delivers finance, human resources, content management, access management, and other information management systems. Also, provides IT workplace, information security and IT business continuity services. The unit aims to improve the effectiveness and efficiency of ECHA staff through the delivery of the most suitable IT solutions. The Unit is composed of three Programmes, with the Trainee joining the ICT Helpdesk Programme.

**ICT Helpdesk** provides support and expert advice to internal and external customers on an array of back office and bespoke applications, managing hardware stock, providing a centralised incident management helpdesk for IT Services; the Programme manages contracts and contractors delivering many of the services, provides service management for Identity Access management (IAM) and reporting on incident management.

### **Assignment**

The ICT Helpdesk trainee will assist the ICT Helpdesk Team with projects and operational work to support the business needs of the different IT areas. He/she will act as the internal support for ECHA staff in IT issues, receiving and logging calls and performing analysis and troubleshooting of incidents. The ICT Helpdesk Trainee will be required to provide solutions and advice to the users or escalate incidents to the appropriate team. The main duties of the role shall cover, among others:

- Assisting in setup, maintenance (and potential remote support in case of an extended massive teleworking scenario) of office automation environments: installation of workstations, printers, mobile phones and other peripherals, two-factor authentication token assignment;
- Contributing towards resolving incidents as first line support in (mostly) Microsoft Windows and Office environment;
- Supporting the ICT HD Team in the roll-out of the projects planned for 2023
- Supporting the administrative and logistics aspects of ICT related activities (receiving deliveries, moving of ICT assets, etc.);
- Supporting the activities related to the annual inventory of ICT assets;
- Assisting in the encoding of incoming incidents at ICT Helpdesk and assigning them to relevant support groups (internal & external) in collaboration with the other members of the team;
- Assisting to incident management according to the Ticketing system functionalities and classification by applying best practice methodology to incident management, thus ensuring high levels of quality in terms of content and drafting as well as timeliness;
- Contributing to the further development and improvement of the ICT helpdesk IT tools as to the classification system of questions enabling an appropriate knowledge management.

## **Profile**

- Completed university studies at least to bachelor degree level in Information Technology, Computer Science, Process Engineering;
- Analytical capabilities, problem solving attitude and IT technical skills;
- Customer orientation;
- Experience in using Microsoft Office tools;
- Good communication and interpersonal skills;
- Aptitude for team work;
- Excellent command of written and spoken English;
- Experience in an international/multicultural environment is a plus.

**Starting Date:** 01 September 2023

**Duration:** 6 months

**Deadline for applications:** 11 April 2023 at noon 12:00 Helsinki time (11:00 a.m. CET)