

| <b>Support Engineers</b>  |                      |                        |
|---|----------------------|------------------------|
| <b>Publishing Date:</b> 15/5/2022   | <b>Group:</b> FAP-BC | <b>Application ID:</b> |
| <p><b>Description of the Project:</b></p> <p>The Business Computing group (FAP-BC) group is responsible for providing CERN with business computing services and hence is the backbone for enabling CERN's administration to create the conditions for physicists from all over the world to successfully conduct particle physics related research. The group provides in-house developed software and runs complex commercial solutions. The group's services cover all aspects from hiring of personnel, managing contracts, running ERP systems (covering HR, personnel, planning and logistics), managing interventions (incl. the management of access to the underground/accelerator areas), providing tools for CERN's outreach activities as well as managing documents and supporting more than 70 business processes in an entirely automated paperless way.</p> <p>The group's systems are implemented using a combination of relatively recent and legacy technologies. If you are selected, you will join the support team that is responsible for providing second line support and quality assurance for the applications provided by the group and the electronic equipment of multiple departments. The main activities that you will take part in include development of support tools and reports, administration and 2nd line support of administrative applications, support for desktop computers and servers, as well as end user support.</p> |                      |                        |
| <p><b>Profile:</b> Master's or bachelor degree in computer science or similar.</p>  |                      |                        |
| <p><b>Experience:</b> Having a good knowledge of SQL, Java, scripting languages. Support oriented mentality, interest in seeing and working with many different technologies and platforms are an advantage.</p>  |                      |                        |
| <p><b>Starting Date:</b> flexible (to be agreed with the candidate)</p>   |                      |                        |