Elettra Sincrotrone Trieste

ICT Support Technician

Deadline: 30 November 2023
Ref: IA/23/38

Background

Elettra Sincrotrone Trieste is an international multidisciplinary research center operated as a user facility, featuring a 2.0/2.4 GeV, third-generation synchrotron light source (Elettra), a new free-electron laser light source (FERMI) and a variety of support laboratories. The extremely high quality of the machines and beamlines has set new performance records and has been producing results of great scientific and technological interest. In order to allow the laboratory to remain competitive in the next 20 years, an entirely new source - Elettra 2.0 - belonging to the new generation of storage rings (DLSR or Diffraction Limited Storage Ring) is being developed. The new source will exhibit a major increase in the brilliance and coherence fraction of the photon beams. The Elettra 2.0 optics is based on our enhanced symmetric six bend achromat structure (S6BA-E) with a 12-fold symmetry and an emittance of 200 pm-rad at 2.4 GeV. The new structure creates also straight sections in the arcs permitting the installation of additional insertion devices, thus increasing the number of beamlines. Existing beamlines will have to be upgraded and new beamlines developed to take full advantage of the characteristics of Elettra 2.0. The new machine is scheduled for commissioning in the second half of 2026. See http://www.elettra.eu for more information.

Beamline/Activity/Project description

The ICT team manages, among other tasks, the printing and telephony infrastructure, both mobile and fixed, and deals with a fast-evolving technological panorama. These services closely interconnect with assistance to users on their work places and computers and require prompt interventions locally or from remote locations. The ICT technical staff provides day-to-day maintenance activities and rapid intervention to repair faults, but also supports new projects aimed at keeping existing services up to date or introducing new technologies, such as migration to VoIP and secure integration with the existing wired and wireless network infrastructure.

Job description

The successful candidate will work collaboratively with other members of the ICT Systems and Services Activity, as well as autonomously on specific tasks. He/She will primarily manage both the mobile and fixed telephony infrastructure, including managing contracts with providers and offering technical support to the users of the infrastructure. He/She will take care of infrastructure reconfiguration due to transfer of devices across the building by re-cabling the connections. The successful candidate will manage the printing infrastructure by managing the configuration on the printer server and its dependences with the Windows domain, monitoring the state of the multifunction devices located in the Company buildings and taking care of having them in proper operational conditions. He/She will actively contribute to the development, update, and expansion of the VoIP service, currently in its early developing phase, by collaborating both with team members and other groups.

Qualifications

A high school diploma in IT-related subjects or a minimum of 3 years of experience in IT field is required together with the following technical skills:

- Experience with telephony and network cabling;

- Experience in asset management of printing infrastructures and maintenance of multifunction devices;

- Good knowledge of data networking, with particular reference to services connected with voice transmission;

- Good knowledge of the Windows Operating System in a professional environment and its configuration in a Windows Domain;

- Knowledge of Linux Operating System, specifically Debian, Ubuntu and Rocky distributions;

- Knowledge of VoIP technology, with particular reference to Opensource solutions running on Linux Operating System.

- Good oral and written communication skills in English are also essential.

The following technical skills would be considered a plus:

- Experience with Apple macOS;

- Knowledge of Zabbix monitoring system and Puppet configuration management tool;

- Knowledge of network services such as DNS, DHCP, LDAP, and Radius;

- Knowledge of networking techniques such as QoS and network debugging procedures;

- Knowledge of backup best practices and experience with backup infrastructures.

Good time management skills and ability to prioritize are expected, together with the ability to interact with the facility staff and international users at all levels and to work as part of a multi-disciplinary team. A positive approach to problem-solving and user assistance is mandatory.

Applications should include a full curriculum vitae, the names and contact information (including electronic mail) of up to three persons who have agreed to provide references.

The appointment will be a fixed term contract of an initial duration of 12 months, renewable upon agreement by the parties. The salary will be commensurate with previous experience and qualifications of the candidate.

The deadline for the submission of the application is November 30, 2023.

In accordance with the provisions of article 21 of the Italian legislative decree no. 39/2013 and in conjunction with article 53 (subsection16ter) of Italian legislative decree no. 165/2001, employees or former employees of any Italian Public Entity who have exercised authority over Elettra Sincrotrone Trieste S.C.p.A. or have negotiated with Elettra - Sincrotrone Trieste S.C.p.A. within the last three years will be excluded from the present selection procedure.We thank all applicants in advance.
For more information, please contact Roberto Pugliese (email: roberto.pugliese@elettra.eu).

To apply for this position please visit the following link:
https://www.elettra.trieste.it/it/about/careers/working-withus.html?id=3541