



## Apprentice Technician \ IT Administrator M/F

**Reporting line:** Head of IT

**Contract:** apprenticeship .

**Role and purpose of the position:**

Under the responsibility of the IT manager, assure the level 1 and 2 level in IT SUPPORT for the internal teams and manage the company IT domain.

**Main missions:**

The apprentice technician\IT administrator, under the responsibility of a tutor, system and network administrator and office support has following main missions:

- End-user support on workstations
- IT project management;
- System and network administration assistance
- Processing of support requests,
- Deployment of workstations,
- Account creation and management
- Assigning rights and managing security groups,
- Arrival and departure management,
- Network patching,
- IT infrastructure inventory,
- Maintenance in operational condition of videoconferencing rooms,
- IT infrastructure management
- Backup tape management,
- Replacement of defective equipment
- Automation of recurring tasks,
- Exchange email account management

**Main activities:**

- Participate to the implementation, configuration and maintenance in operational condition of an automated deployment system. Participate to systems and network infrastructure projects and their monitoring. User support. Relationship with all internal users
- Work on Windows / Linux interconnections and Linux administration missions
- Participation in the implementation, administration and maintenance of virtualized, clustered, distributed and high-availability systems will also be proposed.

**Skills:**

- IT tools:
- Knowledge of Windows operating systems (desktop and server) and Microsoft Office applications as well as Azure, Azure AD and SharePoint tools.
- Knowledge of user-oriented computer hardware (laptop, printer, smartphone).
- Knowledge of network and telecom fundamentals
- Analytical and feedback capacities.



**Soft skills:**

- Efficiently organize work time to meet deadlines
- Listening and communication skills
- Versatility and adaptability
- Respect safety rules
- Intercultural awareness

**Profile:**

- Voluntary, methodical, organized, autonomous, rigorous
- BTEC Higher National Diploma in IT, network or telecoms.
- Good knowledge of network protocols and telecom technologies
- Strong interest in IT security