

## INTERNAL / EXTERNAL CALL

### The Institute

The **Santa Creu i Sant Pau Hospital Research Institute Foundation** is a scientific foundation which mission is to improve health and quality of life of the population, through the production and dissemination of scientific knowledge, training of researchers to an international standard, and promoting health innovation and the incorporation of medical advances in clinical practice and healthcare policies. Created in 1992, the institute was attached to the Autonomous University of Barcelona (UAB) in 2003, and since 2011 it is part of the Government of Catalonia's CERCA Programme.

For the Foundation, it's a priority to ensure that the recruitment of the most suitable candidate to cover a job is carried out through an open selection process, transparent and merit-based (OTM-R). Following these guidelines will promote the mobility of staff, the exchange of knowledge and, ultimately, the increase in the quality of teaching and research. Faithful to the commitment to the human resources strategy of the European Union, our institution's personnel selection and recruitment procedures are governed by a set of basic principles that guarantee everyone equal access to a work placement. Therefore, the constitutional principles of equality, merit and capacity are followed, respecting in any case the national and international regulations in force in this area, specifically the European Charter of the Investigator and the Code of Conduct for the recruitment of Researchers (C&C). The principles of C & C are applicable for the recruitment of any staff of the institution, regardless of their professional category. For this reason, our Foundation has obtained the recognition of the "Excellence in R + D in Research" granted to the IIB de Sant Pau, since 2015.



HR EXCELLENCE IN RESEARCH

The **Santa Creu i Sant Pau Hospital Research Institute Foundation** needs to incorporate at the **Information Systems Unit** :

**A1A- Systems Management Assistant / Helpdesk**

## About the Unit / Group:

The Information Systems Unit is responsible for ensuring that IT systems are reliable, secure and efficient for all users of the organization.

**Technology Infrastructure Management:** The Information Systems Unit is responsible for managing the organization's entire technology infrastructure, including servers, networks, hardware, mobile devices and operating systems.

**Technical support:** The Unit provides technical support to the organization's internal users, helping them to resolve technical problems and difficulties related to the use of information technologies. This can range from basic troubleshooting to advanced assistance on specific applications or systems.

**Information Security:** It is the responsibility of the Information Systems Unit to ensure the security and protection of the organization's data and sensitive information. This involves establishing and implementing security policies, performing audits, managing access control, making regular backups, and responding to security threats or incidents.

**Systems development and implementation:** The Unit collaborates with other areas of the organization to understand the needs and requirements related to information systems. From this, it is responsible for the development, implementation and maintenance of information systems, applications and technological solutions that are necessary for the different departments and processes of the organization.

**Management of technological projects:** The Information Systems Unit plays a key role in the management of the organization's technological projects. This involves planning, coordinating and supervising the implementation of new technologies, system upgrades, data migrations and other projects related to the technological infrastructure.

In short, the Information Systems Unit is responsible for ensuring the smooth operation of all the organization's computer and technology systems, as well as providing support and technical solutions to internal users.

## Essential requirements

- Minimum qualification required Intermediate Professional Studies Training (Intermediate Training Cycle / FPI)
- Oral and written knowledge of the two official languages of Catalonia. Level C of Catalan or, failing that, the selected candidate will have to demonstrate, or promise to obtain, within a period not exceeding one year, a correct knowledge of the two official languages in Catalonia.
- Intermediate knowledge of office tools (excel, word, power point, etc).

## Skills will be valued

- Basic knowledge of computer systems (hardware and software).
- Communication skills to understand user queries and problems and ability to respond in an understandable and friendly manner.
- Ability to resolve incidents, analyse situations, identify causes and seek solutions.
- Organization and time management.
- Proactive attitude.
- Previous experience.
- Knowledge of English

## Functions

- Respond to requests for assistance in information systems.
- Receiving, diagnosing and resolving requests, incidents and the like
- Providing basic technical assistance
- Follow-up of requests received from the Unit
- Recording, documenting and maintaining the database of requests, incidents and the like
- Preparation of documentation and reports
- Any other task required by the Unit Manager.

## Offered

- Indefinite-term contract
- Annual working day of 1,627.50 hours (37.5 hours/week).
- Remuneration according to agreement
- Information Systems Unit

## Documentation and deadline for submission

Interested parties should preferably deliver the documentation (1) in PDF, by e-mail to the Management of the Santa Creu i Sant Pau Hospital Research Institute Foundation, address [ir\\_seleccio@santpau.cat](mailto:ir_seleccio@santpau.cat), indicating the reference **2023/157**:

### (1) Application letter and updated Curriculum Vitae

At the request of the Santa Creu i Sant Pau Hospital Research Institute Foundation, the candidates must present the documentation accrediting the merits mentioned in the curriculum vitae.

Applications will be resolved within a maximum period of one month from the end of the deadline for submission of documentation. At the end of this period, without having been notified of an express resolution, the interested parties will be entitled to understand that their applications have been rejected.

Santa Creu i Sant Pau Hospital Research Institute Foundation may declare this call for applications closed if, according to its criteria, the candidates does not meet the conditions that the Institution considers necessary to fill the position.

The interpretation of the requirements and their enforceability to the candidates will be exclusive to the Santa Creu i Sant Pau Hospital Research Institute Foundation.

**The deadline for submitting applications  
will end on June 23th, 2023, at 3:00 p.m.**

*Fundació Institut de Recerca de l'Hospital de la Santa Creu i Sant Pau, sited at C. Sant Quintí, 77-79, 08041, Barcelona, Tel: 93 291 90 50, NIF: G-60136934, as Data Controller and in compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and the Organic Law 3/2018 of 5th of December, on the protection of personal data and the guarantee of digital rights, will treat your data with the sole purpose of developing this call. The legal basis for this treatment is the article 6.1 a, c and f from the GDPR, giving that we will ask for your consent, the treatment is necessary for the application of precontractual measures and its necessary to satisfy the legitimate interests pursued by the Data Controller.*

*The data will be kept during the necessary time to develop the call. Data will be treated solely by that areas and services that are allowed to in accordance with their assigned competences and functions. There will be no data cessions made unless there is a legal obligation to do so. You are entitled to exercise the rights of access, rectification, deletion, opposition, limitation and portability. In case you have any doubts, you can contact the data protection delegate at [dpo\\_ir@santpau.cat](mailto:dpo_ir@santpau.cat). You also have the right to file a complaint to the relevant control authority.*

**PERMANENCE COMMITMENT:** *Selected persons who will hold the summoned or vacant position, will not be able to apply for a new call until 1-year period has expired. In case of part-time job positions, this period will be of 6 months. In both cases, the period will compute from the date of publication of the resolution. The vacant summoned, and the ones that derive from it (intern movements), will be successively covered on the same proceeding among the submitted candidates to each particular call, regardless of whether this entails coverage of places in turns other than the call.*

Barcelona, 09/06/2023



**Human Resources Departament**

Santa Creu i Sant Pau Hospital Research Institute Foundation