



Expression of Interest – Service Desk Technician

The Gulbenkian Institute for Molecular Medicine (GIMM) is seeking a Service Desk Technician to join Digital Technologies unit, responsible for managing all information technology connected infrastructure and services.

The candidate selected for this role will be part of our Service Desk team and so be part of our first line of support for users experiencing technical issues with hardware, software, or other technology. Their responsibilities include troubleshooting, providing technical assistance, documenting problems, and communicating with users and other IT teams to ensure smooth digital operations.

The Service Desk technician will be supporting our users in their day-to-day challenges and take part on IT projects. The main responsibilities include:

1. First-line user support;
2. Software and Hardware installation, configuration and management;
3. Create and manage user roles and permissions;
4. Hardware purchasing advisor.

Profile of Candidate

1. Qualifications:
 - a. Technical Specialization Course, in Information Technology, Computer Science, Software Engineering, or a related field;
 - b. Proficiency in Portuguese language, oral and written;
 - c. Proficiency in English language, oral and written.
2. Essential Skills:
 - a. Experience with Windows, MacOS, Linux (installing and configuration);
 - b. Experience in assembling Computer Hardware and peripherals;
 - c. Experience with configuring Microsoft Office, Microsoft Outlook, Apple Mail, OneDrive and Google Drive;
 - d. Strong interpersonal skills, teamwork, autonomy, and a proactive attitude, with resilience to perform well under pressure;



- e. Excellent organizational and time management abilities, task prioritization, and a strong sense of ethics and responsibility.

3. Preferred Skills:

- a. BSc and/or MSc degree in Information Technology, Computer Science, Software Engineering, or a related field;
- b. Experience in Remote Desktop;
- c. Experience with Microsoft Office from Admin perspective;
- d. Network Configuration and System Virtualization;
- e. Advanced knowledge in config. and optimization services in Linux;
- f. Active Directory management.

Working Conditions:

- Initial contract of 1 year, subject to the normal probation period;
- Possibility of extension based on funding availability;

Please send a detailed **motivation letter**, explaining why this position is of interest and what motivates them to be a Service Desk Technician and your **CV**, detailing previous relevant experience, through the e-mail positions@gimm.pt.

Oeiras, October 15, 2025

