

HL-LHC Resources request

Date: 2016-09-27

Title Position/Task: **IT Application support specialist** in the Engineering Department (EN), Alignment, Coordination & Engineering Group (ACE), Asset & Maintenance Management (AMM) Section

Project/Activity: WP1 - MTF (EN-ACE-AMM)

Description Project:

To extend its discovery potential, the LHC will need a major upgrade to increase its luminosity (rate of collisions) by a factor of 10 beyond its design value. The HL-LHC is the project that will develop the new technologies and be in charge of the design, production, installation and commissioning of the equipment required to reach this objective.

The Manufacturing and Test Folder (MTF) system provides the HL-LHC project with the functionality needed for a detailed follow-up and individual tracking of all equipment during the design, production, installation and commissioning phases. Non-conformity management, predefined workflows, document management and technical measurements are other important modules MTF delivers. The system is used internally at CERN and externally by institutes and laboratories contributing to the HL-LHC project.

The MTF HL-LHC collaboration aims at supporting the traceability and quality assurance efforts within the high luminosity LHC project.

Task:

You will join the asset and maintenance management service to:

- Provide IT application support and consultancy to current and future HL-LHC MTF users with everyday issues and usage of MTF in the form of support tickets or meetings.
- Document and compile MTF related needs and requirements from the HL-LHC users.
- Configure MTF to support the HL-LHC specific equipment classes and categories, predefined access rights, equipment codes as well as manufacturing workflows and technical parameters.
- Actively assist the person acting as a single point of contact between the HL-LHC project and the MTF service with the tasks arising from the collaboration.

Profile: *Computer science support engineer*

Experience:

Technical

- Engineering background with strong IT software skills and a genuine interest in helping users to get the most of the provided applications; investigating and resolving issues, configure the applications according to expressed needs, providing information about best practices, etc.
- General knowledge of Oracle databases, SQL and PL/SQL.
- Knowledge of or experience in using customer support tools such as service management software is a plus.

Behavioural

- Experience in working with teams: working well in groups and readily fitting into a team.
- Demonstrating flexibility: adapting quickly and resourcefully to shifting priorities and requirements.



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REFERENCE : NOT REQUIRED

- Initial work experience in a technical or scientific environment.
- Solving problems: finding the information needed to solve problems; making objective judgments based on all the facts available.

Specific details:

Candidates shall be expected to have an excellent command of English.

Software support and configuration experience in computer science are needed for this role.

Experience in product life cycle management (PLM) or enterprise asset management (EAM) is an asset.

Mechanical or electrical engineering experience is a plus.

Requester: T. Krastev

Approved by: K. Foraz, L. Tavian

Budget code: #####

Visa Budget Officer: B. Delille

Date: 2016-10-03

Distribution List: UPM, IST

Proposal:

To be filled by the University with reference to list of candidates or team work proposal