


IT Support Technician (H/F)

Editeur de logiciel — Innovative security systems #NoSSII
 CDI — Monaco (98)

<https://www.jobopportunit.com/jobs/it-support-technician-h-f-innovative-security-systems-nossiii>

 Postuler avant le jeudi 31 décembre 2020	 Réf. MVGASDR07
 Salaire 27-37 K€ annuels	 Annonce créée le mercredi 9 septembre 2020
 Technos : Linux	 Avantages : State of the art, Communication, Challenge
 Création de poste	 Contact jean-pierre@jobopportunit.com
 Présentiel	Des questions sur le process ?

Résumé

IT Support Technician H/F in CDI contract for a Monaco-based company, expert in security systems integration. +15 years of existence, 30 members, strong growth, high technology. Flexibility, challenging atmosphere. Indicatif :27-37K € Net.

JobOpportunIT is a **French recruitment agency** taking care of the **best IT profiles**. We propose only permanent contracts (CDIs) directly with our customers: software editors, startup, SMEs and large groups.

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THE COMPANY

Our client is **an international company**, which in just 15 years has risen to the podium of the **leaders in the design and integration of high-performance security systems** (control command software, perimeter scans ...).

In connection with several Defense organizations (agencies, universities, industries...), our client offers a highly reliable service running on phones, tablets and (touch) screens. They provide many industries (transport, leisure...) with innovative security solutions, using **state of the art technologies** both on the **software** (including embedded in a constrained environment) and **hardware** side (detection and thermal sensors, cameras).

Their mission? **Make the sensors "talk"**! While they keep on creating new solutions, their historic applications are continuously updated with the latest and brightest technologies.

With **30 collaborators worldwide**, they are developing a growing international presence. Head office and technical Teams are based in Monaco, while marketing Units are in the United Kingdom, specific R&D is designed in Italy and the reliability of their solutions has recently won the confidence of the Saudis. Thanks to many successful projects, our client has increased from 15 to 30 collaborators worldwide, in just 5 years. **2020 objective is to growth to 50 members**. In **Monaco**, with a **team of 20 members including their CTO, 1 Lead dev, 3 BE dev, 2 FE dev, 1 data scientist and 1 technician**, they are now looking for new motivated engineers!: **1 BE Python developer, 1 FE JavaScript developer, 1 DevOps, 1 ML engineer and 1 Technician**.

Our clients' management is technologically very challenging on their products and Teams and just as much on the **well-being at work!** Daily life is organized with great **freedom** and **autonomy**. There is no real micro-management since a consistent interview process of candidates allows everyone to trust each other

thereafter. They believe that **every idea is worth listening to**.

The atmosphere is both fun and focused! Teams are multicultural and often meet on Fridays over a beer and eventually for joy events (sport sessions, ski weeks, company meals ...). there has only been 1 departure in 6 years! Premises are spacious with a kitchen area, a shower and a terrace with a view! They will soon move to a greater Monaco office in order to welcome their new members, possibly you!

THE POSITION

As a Systems & Networks Support Technician you will be supervised by the Lead Dev, a technical expert, also very nice!

A Hard/Soft System Support Technician, you will have the chance to focus levels 1 and 2 support, with the following distribution:

- Support 40%
- Configuration 30%
- Test 20%
- Documentation 10%

Your responsibilities include:

- Hardware **configuration**
- **Customers levels 1 and 2 direct assistance** by phone/mail
- **Level 3 assistance:** improvement of network systems
- **Unit tests** and (continuous) **integration**
- **Customers training** on products
- Help with **systems set up and configuration**, pre- and post- deployment (possible trips on customer's site)

Upon your arrival and depending on your entry skills level, you may start with some bug fix, minor features and documentation redaction such as troubleshooting procedures and intervention reports.

You may have to do on-calls and to travel a few times abroad.

Technical environment: Python(ongoing migration from v2 to v3), Jenkins, Ansible, Docker/Kubernetes, VMWare, Unit test tools and test automation, Machine Learning, C/C++, Rust, JavaScript (JS/React/Node) , HTML/CSS, REST, GIT, Linux, Windows 10, MacOS, iOS/Android, Agile (sprint 1-3 weeks on average).

QUALIFICATION

Our client is looking for a confident and passionate back-end developer to join their team. Ideally Bac + 2/3 in IT, beginner to confirmed, no criteria of number of years of experience.

Expected technical skills:

- Good knowledge of Systems and Networks
- Good knowledge of Linux (servers and embedded systems) and Mac (work environment)

Welcome technical skills:

- Knowledge in development
- Knowledge of Python and JavaScript
- Knowledge of Unit tests

Fluency in English is essential, given the cultural diversity of clients and collaborators.

Expected qualities: highly motivated, autonomous, proactive, friendly, stress-resistant

COMPENSATION

Salaire indicatif **27-37K € Net.** **Discretionary twelve-monthly bonus:** about 1 month's salary.

39h Monegasque CDI. 30 CPs.

Benefits: Monegasque Social Security, Restaurant coupons (10 € - 50/50%) or 5 € meal basket. CE under discussion ...

occasional remote work. Typical routine: 9h00/9h30 -> 18h30/19h00.

RECRUITMENT PROCESS

Our client requests a **CV** and a short **motivation letter** in which you will highlight your ideal work, your motivation for this position and your experience in relation to the above expectations.

After our review and sending, with your agreement, of your CV and motivation letter to our client, you go ahead and negotiate directly with him. Their steps are as follows:

- A phone interview (technical and HR-motivation) of about 1 hour with the lead dev and another dev collaborator
- 1 half-day interview with technical tests, followed by an exchange over a drink with the whole team
- A contract offer