

IT support assistant

Dual study programme - “Alternance”

Introduction

eShard is a technology company specializing in the security of mobile or connected objects: electronic chips, mobile applications or any other communicating object for which there is both the storage of personal data and the exchange of information. This applies to all parts of objects: from chips in semiconductors to mobile applications.

Our role is to provide our customers, designers or users of connected objects with the means to control cyber risk and to ensure that the objects integrate the right level of protection: understand the threat, carry out automatic checks, obtain the knowledge of attacks.

To do this, we have assembled a team of specialists, researchers who are experts in cryptography and security of mobile applications, and we offer our customers a range of tools and services: SaaS platform, software, technical training and security testing service.

As part of the development of our activity, we are recruiting an IT support assistant for a period of 12 months. Desired start date: September 2021.

The position is based in Pessac (Bordeaux).

Post description

Responsibilities

Directly attached to the Cloud Computing Architect, you will be in charge of the following missions:

- Definition of procedures to set up the assistance process
- Reception of user requests following malfunctions
- Recording of reported incidents or operating anomalies
- Processing or triggering of corresponding support actions
- Incident follow-up
- Exploitation of the incident database: reminders, consolidation, trend analysis
- User information: alert, information.
- Collect information allowing the technological environment or software functionalities to evolve

Profile

- You are preparing a Bac +3 / +4 level diploma related to the field of IT
- You have developed a particular interest in:
 - Administrations of Linux, Windows and MacOs systems
 - Computer programming languages
 - Licensing and warranty procedures
 - Installation deployment procedures
 - Computer equipment maintenance procedures
 - IT and Telecom security rules
 - Diagnosis of breakdowns or anomalies
 - Analysis of malfunctions
 - Drafting of procedures
 - Diagnostic methods

- You have some knowledge of incident management tools
- You are responsive and have the spirit of initiative
- You demonstrate autonomy in your assignments and know how to work in a multi-site work environment
- You demonstrate good interpersonal skills that will allow you to work as a team effectively

Your benefits

- Support from professionals in a cutting-edge and booming business sector
- Dynamic work environment within a young and friendly team
- High performance work equipment
- Flexible working hours
- Space dedicated to talent development
- Mutual health insurance with good medical and dental coverage
- “Tickets restaurant” covered up to 60%
- Annual events, snacks and drinks

Interested?

Send your resume and motivation letter to:

career@eshard.com

Get in touch



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