



# TECHNIDATA IS RECRUITING

## A SUPPORT AND IMPLEMENTATION TECHNICIAN

Job Opportunity ■

### ■ COMPANY

TECHNIDATA is a leading developer and supplier of software applications for the clinical laboratory. The TECHNIDATA group, which is certified to ISO 9001, employs over 160 people on 3 continents with six subsidiaries in Europe, the United States of America and Asia. To support our rapid expansion, we are recruiting a **SUPPORT AND IMPLEMENTATION TECHNICIAN** for our French subsidiary.

This is a new position created in response to the rapid growth of our subsidiary. The challenge is to build our product diversification and launch a well-proven high-performance product onto the French market.

### ■ POSITION

- Reporting to the head of the Support department and part of a team of 20 people:
  - You will provide remote 1<sup>st</sup> level support to our customers.
  - You will record, qualify and analyze incidents to ensure the optimal solution is used to resolve the problem.
  - You will be responsible for installing and validating the software on site.
  - You will work directly with our customers and suppliers.
  - You will provide training for customers on the different software products.
- You will benefit from a company induction program, including full training in our products.
- Location: Montbonnot (Isère) with some travel to be expected within France.
- M/F
- **CDI** (permanent contract)
- Attractive salary depending on experience and qualifications.

### ■ CANDIDATE

- You have a High School Diploma plus two years of further education in Computer Science, either a new graduate or with some Support experience, and you have the necessary skills in Windows 2003, UNIX, Networking, ORACLE, and SQL. A working knowledge of English is an advantage.
- You are attracted to working in a Support role and on computer system installations, and you enjoy customer contact.
- You have good writing and interpersonal skills.

Please send your application to:

#### TECHNIDATA SAS

Veronique Brenner • Human Resources Manager  
387 avenue Jean Kuntzmann • 38330 Montbonnot • France  
[veronique.brenner@technidata-web.com](mailto:veronique.brenner@technidata-web.com)



For more details about the company, please visit our website [www.technidata-web.com/france](http://www.technidata-web.com/france)