

# Job Opening

The vision of the **Wyss Academy for Nature** at the University of Bern is to achieve a just and sustainable world in which nature conservation and human well-being reinforce each other. Our goal is to bring together different stakeholders who will research, co-design, and implement innovative solutions to tackle climate change, biodiversity loss, land use change, and rising inequality by connecting technical, social, economic, institutional, and policy innovations at the interface of nature and people. The Wyss Academy comprises four regional hubs, one each in Europe (Switzerland), South America (Peru), East Africa (Kenya), and Southeast Asia (Laos).

We invite applications for the position of

## ICT Infrastructure Management and Support (70%–100%)

**We are seeking** an open-minded and communicative person to join our Digital Happiness Team. In this dynamic position with development potential, our ICT Fairy or Elf will help to manage the ICT infrastructure of the institution, which comprises around 90 employees. He or she actively contributes to the expansion, operation, and support of the ICT in the regional hubs, in close collaboration with our partners, the University of Bern's IT services, and the Hub leadership.

**Start date:** as soon as possible or as per agreement

**Location:** Kochergasse 4, Bern, Switzerland

**Institution:** Wyss Academy for Nature at the University of Bern

**Applications:** are accepted until the position is filled

### Your tasks:

- Responsibility for the technical operation and further development of the ICT infrastructure of the Wyss Academy for Nature
- Independent processing of support requests (Level 1 support), analysis and classification of problems, solution, and documentation, or escalation and cooperation with Level 2 and Level 3 support (on-site & remote)
- Managing the ICT infrastructure for staff of the Wyss Academy for Nature (procurement, installation, maintenance and troubleshooting, simple repairs); carrying out software updates / rollouts (client management software); user administration, allocation of authorizations
- Detection of problems in the network as well as in the server and data processing systems used
- Creation and update of operating manuals, instructions, and checklists; implementation of and compliance with university guidelines on information security and data protection; coordination with external ICT suppliers; collaboration on ICT and business projects
- Acting as deputy in the absence of the Head of Digital Happiness at the Wyss Academy for Nature

## **Your qualifications:**

- A completed ICT qualification to the Swiss EFZ-standard (Swiss Federal Diploma of Vocational Education and Training) or equivalent, further education and training (in Switzerland, for example, FH or HF) is an advantage
- At least 3 years of technical experience in the operation of ICT infrastructure and in ICT support
- Fluent in English and German, knowledge of Spanish and/or French are an advantage
- Very good knowledge of: Windows 10/11 EDU, Pro and Enterprise; the usual Microsoft Office applications; Microsoft 365, MS TEAMS and Modern Workplace as well as communications software; back-up strategies and other common technologies
- Very good user skills in macOS, Linux, iOS, Android, and cloud data environments
- Knowledge of Active Directory, GPO, and DNS, as well as Windows Server OS, are an advantage

## **We offer:**

- The chance to be part of an organization that develops, tests, and scales up innovative solutions to the most urgent problems of our times
- An intercultural, multidisciplinary, and dynamic working environment
- Open-ended employment by a foundation with a salary based on the University of Bern's salary conditions
- Flexible working hours

Any questions please contact our Head of Digital Happiness, Michel Selinger, at [hr@wyssacademy.org](mailto:hr@wyssacademy.org).

Thank you for your interest and we look forward to receiving your application (motivation letter, CV, employment and education references) via the [online portal](#).

*The Wyss Academy for Nature values diversity and equal opportunity. We welcome all applications from qualified individuals who meet the required criteria. Dossiers submitted through employment agencies will not be considered.*