

Founded on 14<sup>th</sup> April 1900 in Paris, the Union Cycliste Internationale (UCI) is the world governing body for cycling. Its mission is to develop and supervise cycling in all its forms and for everybody, as a competitive sport, as a healthy recreational activity and as a means of transport and having fun. Additionally, the UCI promotes a number of its own events, including the UCI Road World Championships, an iconic annual event, and a wide range of other UCI World Championships and World Cups across the various disciplines. It is based in Aigle, Switzerland, at the UCI World Cycling Centre.

The UCI is looking for a :

## **Business Software Support (100%)**

### **french - english**

#### **Role :**

Manage the software application support for users (UCI employees, national federations and other stakeholders) on the business applications and databases for the Union Cycliste Internationale. Support the development team by being the single point of contact for all support requests and work closely with the Sports Department.

#### **Main responsibilities :**

- Response as a 1<sup>st</sup> and 2<sup>nd</sup> level support to users on UCI business tools
- Manage the tickets by providing solutions to user incidents or by reassigning them to other stakeholders for the 3<sup>rd</sup> level in particular
- Manage the support and ensure a high quality of the service by tracking the tickets and ensuring their resolution
- Prepare the software setups for various processes such as the UCI events riders registration
- Collaborate closely with the business (cycling disciplines) in the digital initialization of tools such as the process of races calendars and the integration testing
- Respond to requests for statistics or UCI rankings simulation
- Issue and maintain user guides and train the users on the UCI software
- Get involved on an adhoc basis in development tasks and projects
- Make some support on general IT issues as a backup

#### **Profile :**

- Computer scientist CFC at least
- 3 years minimum experience in a similar position
- French and English (written and spoken)
- Excellent knowledge of the ITIL framework, especially the incident and change management and the SLA's. Certification is a plus. Expertise on at least one ticketing tool.
- Good knowledge of SQL queries and the MS SQL Server
- A first experience and understanding of C# and/or .NET. JavaScript, HTML, CSS is a plus
- A first Cloud experience, ideally on Office 365 and Azure
- Technical autonomy with the ability to make small developments and/or bug fixing
- Proposal force for application software and process improvements
- Good understanding of the data security challenges
- General understanding of the Agile and Devops methodologies

- Communicating and pedagogic mindset and being able to treat at the same time technical and business complex issues
- Team player - member of a collaborative and tight-knit team
- Interest and knowledge of cycling disciplines is a plus

**Start date** : immediately or to be agreed

Join us and you will have every opportunity to use your skills, to be involved in current sporting activities and to contribute to the success of a modern and dynamic organisation. If you are interested in this position and you meet the criteria outlined in the profile, please send your application in English or French and supporting documents (covering letter, CV, employment references and qualifications) to the following address: [job@uci.ch](mailto:job@uci.ch).



The Union Cycliste Internationale (UCI) has been EDGE Assess certified since 2019. EDGE certification is the leading global business certification standard for gender equality. The UCI is the first international sporting Federation to be EDGE Assess certified. Wishing to strengthen its status as a leader in this field, the UCI now aims to reach the next level of certification.