



ORGANISATION OF HELPDESK SUPPORT FOR ICAMS USERS

Technical recommendations: [here](#)

Timing ref. – Geneva: [here](#)

1. Your reference documents according to user's profile

1.1. Internal users

1.1.1. To publish a job offer

- Link to service description: [here](#)
- Link to logon procedure and access to the application : [here](#)
- Link to user guide « Create a job offer » : [here](#)
- Link to user guide « Approve a job offer » : [here](#)

1.1.2. To hire a new employee

- Link to service description: [here](#)
- Link to logon procedure : [here](#)
- Link to user guide « Select candidates » : [here](#)

1.2. Candidates

- Link to online help : [here](#)
- Link to FAQ : [here](#)

1.3. External users involved in the hiring process

- Link to guide dedicated to « External users » : [here](#)
- Link to user guide concerning the « External users » : [here](#)

2. Your points of contact

2.1. Helpdesk

2.1.1. CAD

- cad@unige.ch – tel. (022 37) 97000
 - [Targeted audience](#) : candidates
 - [Functionality](#) : online application

2.1.2. HR

- support-rh@unige.ch – tel. (022 37) 975 56
 - [Targeted audience](#) : job offer writer, hiring manager, approver
 - [Functionality](#) : publishing a job offer, hiring management

2.1.3. **JOBUP**

- veronique.favre@jobup.ch – tél. 022 809 69 96
 - [Targeted audience](#) : job offer writer
 - [Functionality](#) : publishing a job offer on Jobup

2.2. Users training and applications update/upgrade

2.2.1. Faculties/subdivisions

- [Administrator or head of division](#)
 - [Action](#) : collect needs

2.2.2. HR

- support-rh@unige.ch – tel. (022 37) 975 56
 - [Service](#) : Manage collected needs by administrators and heads of divisions