

**2 Scientific Initiation Studentships**

Applications are open for 2 Research Scientific Initiation Studentships, within the framework of cost centre 8420 – Direção de Infraestruturas Computacionais (DIC) of Serviços de Informática, under the following conditions:

**Scientific Area:** Information Systems

**Admission Requirements:** Candidates who are attending the 1st cycle of studies. Must be able to communicate in Portuguese and English, not only in terms of oral expression and fluency, but also in reading and writing comprehension, as well as the ability to interact with users and a moderate attitude in presential and remote technical support, both by telephone and through ticket systems.

Must be able to learn how to use new applications and information systems, from the user's perspective, to assist in detecting usability problems.

**Workplan:** The activities to be developed will consist of research and development of new methodologies that allow optimizing the presential and remote support services provided by DSI to IST users. In this context, the scholarship holders should start by familiarizing themselves with the following platforms: Fénix, DOT, Sotis, Drive, wiki MoinMoin and Request Tracker system, from the user's perspective; configuration of some DSI services on users' computers (e.g. “eduroam” network, printing services, VPN, among others, software installation). The scholarship holders will implement new user service methodologies, using IVR telephone systems, Chat services, and especially the ticket system, through which they should study and implement the use of several functionalities such as the “KnowledgeBase” integrated in the ticket system, and the concept of using “Articles” to create libraries of pre-prepared responses.

**Legislation and Regulations:** Statute of Scientific Research Fellow, approved by Law nr. 40/2004, of August 18, as worded by Decree-Law nr. 123/2019, of August 28; IST Regulation of Scientific Research Fellowships, available on [https://drh.tecnico.ulisboa.pt/files/sites/45/despacho\\_8532\\_regulamento\\_bolsas.pdf](https://drh.tecnico.ulisboa.pt/files/sites/45/despacho_8532_regulamento_bolsas.pdf)

**Workplace:** The work will be developed at DSI (Direção de Serviços de Informática) of Instituto Superior Técnico, under the scientific supervision of Professor Alexandre Paulo Lourenço Francisco.

**Duration:** The research fellowship will have the duration of 6 months. It's expected to begin in October 2025, and may be eventually renewed up to the maximum of 12 months, including the duration of the initial contract.

**Monthly maintenance allowance:** the amount of the monthly maintenance allowance is € 651,12, funded by c.c. 8401 - Direção de Serviços de Informática, being the payment method an option of the Fellow by Wire Transfer/Check.

**Selection methods:** In the first stage, 6 candidates will be selected based on their CV and letter of motivation with a weighting of 40% and 60%, respectively. Candidates selected in the first phase will then be classified through an individual interview.

**Composition of the selection Jury:** President: Professor Alexandre Paulo Lourenço Francisco; Effective members: Dra. Carolina de Abreu e Magalhães Ferreira and Eng.º Jorge Daniel Sequeira Matias; Substitute members: Eng.º Simão Pedro Patrício Silva and Eng.º Nuno Álvaro Rodrigues Tavares.

**Form of publication/notification of results:** All candidates will be notified by e-mail of the Final Result of the Evaluation.

**Deadlines and procedures of complaint and appeal.** A complaint may be lodged from the final decision, or an appeal to the Executive Board of IST, within 15 working days counted from the respective notification.

**Announcement/ notification of the results:** The final evaluation results will be communicated to all applicants by email.

**Application deadline and formalization:** The call is open for September 25 until October 13, 2025.

It is mandatory to formalize applications with the submission of the following documents: i) B1 Form – Fellowship application (<http://drh.tecnico.ulisboa.pt/bolseiros/formularios/>); ii) *Curriculum Vitae*; iii) academic degree certificate, where applicable; iv) proof of enrollment at an academic degree course or at a course that does not award an academic degree; v) motivation letter;

Applications must be submitted to the email: [bolsas@dsi.tecnico.ulisboa.pt](mailto:bolsas@dsi.tecnico.ulisboa.pt)