

# **IT ASSISTANT**

## **RESOURCES DEPARTMENT/IT SECTION SARAJEVO**

**Duty Station:** Sarajevo

**Contract Type:** Intern

### **PURPOSE AND SCOPE OF POSITION**

IT Assistant will take part of IT Helpdesk under the coordination of IT Helpdesk specialist and will provide support to end-users. His/her duties will involve providing telephone advice and support, tracking and resolving IT problems, as well as reporting and documenting them.

### **DUTIES AND RESPONSIBILITIES**

- Point of contact for IT related problems received via e-mail, phone or personally;
- First aid helpdesk support, solving hardware, software and communication problems, reporting to IT Helpdesk specialists;
- End user support for standard and specialized software applications;
- Cabling, testing and labeling of data and voice connections;
- Comply with administrative processes related to the job;
- Any and all other related duties required for the completion of their work as may be assigned to the incumbent of the position.

### **PROFESSIONAL REQUIREMENTS/QUALIFICATIONS**

- University degree in computer science;
- Good knowledge of computer hardware maintenance and troubleshooting;
- Good knowledge of Microsoft Windows software platforms and standard office applications (Word, Excel, Outlook, PowerPoint, Access, etc.);
- Good knowledge of LAN infrastructure;
- Good communication, organizational and interpersonal skills;
- Good written and spoken English;
- Ability to work in a team as well as work unsupervised.

**Any person with the above qualifications should provide (in English) a CV with a one-page cover letter and references to the following:**

***Human Resources  
Office of the High Representative  
Emerika Bluma 1, 71000 Sarajevo  
Bosnia and Herzegovina  
Fax: +387 (0) 33 283 771  
E-mail: [application@ohr.int](mailto:application@ohr.int)***

***Reference number: 2015-004  
Closing date for applications: 24 April 2015***

***Only short-listed candidates will be contacted  
No telephone inquiries please***