

SUMMER INTERNSHIP PROGRAM

Duty station: Sarajevo

Departments: Resource department – ICT section

Contract type: Internship (unpaid), duration 1 – 3 months max., starting as of May 2014

Purpose and Scope of the Position

IT Intern 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
- Mature judgement.

Any person with the above qualifications should provide (in English) a CV with a one-page cover letter indicating the preferred department and duty station 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**

Reference number: 2014/002b

Closing date for applications: 20 March 2014

Only short-listed candidates will be contacted

No telephone inquiries please