ICT HELP DESK SPECIALIST

DUTY STATION: Sarajevo

CONTRACT TYPE: National

GRADE: 6

PURPOSE AND SCOPE OF POSITION

The Information and Communications Technology support specialist provides OHR staff support in all aspects of the use of ICT resources. This includes the use of computing hardware and software and telecommunications equipment.

DUTIES AND RESPONSIBILITIES

· End user support for standard software applications

· Build workstations from pre-configured images

· Cabling, testing, labeling, and documenting of data and voice connections

· Standard hardware troubleshooting

· Radio, satellite and wireless communication monitoring and troubleshooting

· 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

· Current certification/degree in one or more relevant areas

· Knowledge of encryption software tools and data recovery methods

· Knowledge of common database concepts and its maintenance

· Knowledge of radio, satellite and wireless communications

· Good interpersonal skills

· Excellent written and spoken English

· Ability to work in a team as well as work unsupervised

· Ability to travel through BIH and work with people of different cultural backgrounds

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

Personnel Department
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: 2005/077 must be quoted
Closing date for applications: 22 April 2005

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