

# IT OFFICER (HELP-DESK)

**DUTY STATION:** Sarajevo

**CONTRACT TYPE:** National (2 positions)

The Secretariat of the High Judicial and Prosecutorial Council of Bosnia- Herzegovina (HJPC) supports the work of the High Judicial and Prosecutorial Council of the Bosnia- Herzegovina.

The Secretariat is composed of the following three departments: (i) Appointment (AD); (ii) Legal and Budget, (LBD); (iii) and Administration and Finance (AFD). The support provided by the AD includes receiving and verifying applications for judicial and prosecutorial office, advising on all matters relating to the appointment of judges and prosecutors, and assisting in the processing of disciplinary actions. The support provided by the LBD includes, issuing opinions on laws and other legal issues, supervision of training activities, court budgeting and funding as well as managing/coordinating other RoL projects.

The Administration and Finance department provides the financial and administrative support necessary to maintain on-going operations.

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

The HJPC in Sarajevo is currently seeking qualified candidates for the position IT Officer (Help Desk) for the project that aims to assist the HJPC in its new role as central decision-making body for ICT development in the judiciary and prosecution. The Project will finalize an ICT strategy plan for approval by the HJPC and will assist in its implementation. In particular, the Project will focus on co-ordination of existing and planned donor ICT projects in order to ensure optimal use of resources. It will also assist the judiciary and prosecution make use of the computer facilities

that they already have or will obtain by setting up a Help Desk, further development of existing software, and initiation and co-ordination of user training.

They will work under the direct supervision of Program Manager.

The scope of work for the position includes the following:

- a.) Providing user support in the field of software applications (MS Office mainly);
- b.) Installation, configuration and administration of servers;
- c.) Installation, configuration, and administration of various network equipment.

#### **DUTIES AND RESPONSIBILITIES:**

- Provide general hardware and software support to courts/prosecutors offices;
- Establish a relationship with the Local IT Secretaries (one or two persons in each court/prosecutor office that get extra training and extra duties);
- Hardware and software configurations that will be used by the judiciary;
- Organize the training service;
- Repair, maintain and troubleshoot servers;
- Monitor the server(s) and Local Area Network;

#### **PROFESSIONAL REQUIREMENTS / QUALIFICATIONS:**

- Several years of government/industry experience in network and server support;
- Knowledge of Windows NT/2000/2003, Microsoft Exchange

and Microsoft Office suite;

- Knowledge of LAN/WAN concepts and TCP/IP;
- Good command of oral and written English;
- Ability to work in a team as well as unsupervised.

Any personnel 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**  
**application@ohr.int**

**E-mail:**

**Reference number: 2004/316, 317 must be quoted**  
**Closing date for applications: 12 July 2004**

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