

IT ASSISTANT

RESOURCES & TRANSFORMATION / ICT SECTION

SARAJEVO

Duty Station: Sarajevo

Contract Type: Intern (Unpaid)

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 preparing and administering video conferences.

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 custom software applications
- Cabling, testing and labeling of data and voice connections
- Preparing and administering internal and external video conferences and meetings
- 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 platforms and standard office applications (Word, Excel, Outlook, PowerPoint, Access)
- 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
E-mail: application@ohr.int***

***Reference number: 2022/054
Closing date for applications: 20 November 2022***

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