

# **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](mailto: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*****