# IT HELPDESK ASSISTANT

**DUTY STATION:** Sarajevo

**CONTRACT TYPE:** National (Short–term contract until end of 2006)

**PURPOSE AND SCOPE OF POSITION:**

The selected candidate will support IT Helpdesk specialists as a point of contact for all IT related problems encountered by end-users. His/her duties will involve providing telephone advice and support, tracking and resolving IT and telecommunication problems, as well as reporting and documenting them. He/she will also administer task tracking database and update intranet web pages.

**DUTIES AND RESPONSIBILITIES:**

- Point of contact for IT related problems received via e-mail, phone or personally
- First aid helpdesk support, solving simple IT and communication problems, reporting to IT Helpdesk specialists
- Administer task tracking database, update data on OHR intranet and web applications (e.g. phone directories etc.)
- Handing over and moving IT equipment from/to user, replacing and writing off obsolete or broken IT equipment in coordination with Senior Helpdesk Engineer
- 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, or equivalent experience, in a relevant field
- 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
- 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: 2006/066 must be quoted***
***Closing date for applications: 4 August 2006***

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