

# Regional IT Helpdesk Assistant

**DUTY STATION:** Brcko  
**GRADE:** 6  
**CONTRACT TYPE:** National (part-time)

## PURPOSE AND SCOPE OF POSITION

The Regional IT Helpdesk Assistant will be responsible for the optimal functioning of the ICT infrastructure in the Regional Office. She/he will work under the direct supervision of the Head of ICT section and coordination of the Regional Administration Manager.

## DUTIES AND RESPONSIBILITIES

- Maintain responsibility for all ICT equipment and software to ensure that the ICT functions of the regional office run efficiently and effectively.
- Provide high quality user support (IT helpdesk) to the regional office staff for hardware related issues and standard software.
- Undertake all software and hardware installation (e.g. building workstations from pre-configured images), maintenance and troubleshooting.
- Undertake basic local servers and network administration.
- Maintain fixed and mobile telephony and any other communications devices used by regional office staff.
- Assume all related administrative duties associated with requesting materials and services,

replacement of broken or obsolete equipment in coordination with ICT HQ.

- 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 working experience with passed certified trainings in relation to the requested professional working knowledge
- Microsoft certifications an advantage, but practical hands-on knowledge more important
- Excellent working knowledge/experience of Microsoft operating systems Windows XP/7 and Microsoft Office 2003/2007 applications
- Good knowledge of Windows Server 2003/2008, Exchange Server 2003/2007 and CISCO infrastructure
- Good communication, interpersonal and organizational skills
- Strong initiative and ability to work independently
- Excellent knowledge of English language, both spoken and written
- Ability to work long hours, in a team as well as unsupervised
- Ability to travel through BiH

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

### **Personnel**

**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: 2011/008**

***Closing date for applications: 24 April 2011***

***Only short-listed candidates will be contacted***

***No telephone inquiries please***