

# REGIONAL SPECIALIST

# IT

# SUPPORT

**DUTY STATION:**

TUZLA

**GRADE:**

6

**CONTRACT TYPE:**

National

**REPORTING/SUPERVISORY LINE:**

This position directly reports to the IT Manager based in Sarajevo as well as and work in close co-ordination with the Regional Administration Manager and additional IT staff based in Brcko depending on the nature of the technical problem. The direct daily supervisor will be the Head of the Regional Office or his/her delegate.

**PURPOSE AND SCOPE OF POSITION:**

The purpose of the Regional IT Support Specialist is to undertake the line management of all IT equipment, consumable resources, and IT technical issues both in the Tuzla office and in the four sub-offices in Northern region.

The overall goal of the position is to directly manage all aspects of IT related issues in the region and act as the reporting officer/manager.

The scope of the position is to achieve three major goals:

- Ensure that equipment in these office is maintained and in functional order;
- Provide user support to the staff located in these offices;
- Create a training program for these staff in order to broaden overall computer literacy and skills in the region.

## **DUTIES AND RESPONSIBILITIES:**

- Act as the line manager for all aspects of IT both in Tuzla and on a regional level for the smaller offices in the region. This position is the official point of contact for IT issues and staff should direct their queries directly to the associate manager. He/She will then determine what appropriate action is required, task subjects accordingly, and carry out the related follow up;
- Be the direct point of contact for all IT issues with the IT Manager in Sarajevo and carry out assignments as so directed by his/her primary manager;
- Assume all related administrative duties associated with requesting materials and services, servicing of equipment and replacement of damages or obsolete equipment for the Tuzla region;
- Work closely with IT Brcko regarding RAS dial-in networking for the region and other issues;
- IT Brcko represent additional IT support for the region and may be directed to act as required by.
- Assume a proactive, user-oriented policy with an emphasis placed on strong service to the end users;
- Develop User training programs and improve general user computer literacy in the Tuzla and regional offices;
- Performing regular back-up's of data on servers (e-mail, user data);
- In charge of office telephone network / billing system;
- Other tasks as requested by the Head of the Office;

## **PROFESSIONAL REQUIREMENTS / QUALIFICATIONS:**

- University Degree in Computer Science or equivalent working experience with passed certified training/s in relation to the below professional working knowledge;
- Minimum of three years works experience with the International Community in IT user support. Emphasis placed on working knowledge of NT server based software, Microsoft Windows software platforms, and associated LAN networks, Active Directory, Windows 2003 Server / Infrastructure, Exchange 5.5/2003 Server;
- Demonstrated management ability with IT issues;
- Demonstrated user support;
- Demonstrated communication skills;
- Demonstrated strong initiative and ability to work independently;
- Preferred knowledge in telecommunication equipment (Radio and Telephone) highly preferred, but not mandatory;
- Working knowledge of English language, both spoken and written;
- Excellent communication and cooperative skills.

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**  
**application@ohr.int**

**E-mail:**

**Reference number: 2004/643 must be quoted**

***Closing date for applications: 10 January 2005***  
***Only short-listed candidates will be contacted***

***No telephone inquiries please***