

# REGIONAL IT SUPPORT SPECIALIST – RESOURCES DEPARTMENT

## PURPOSE AND SCOPE OF THE 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.

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. 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
- 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.

## **PROFESSIONAL REQUIREMENTS / QUALIFICATIONS**

- University degree in Computer Science
- 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
- 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.
- Excellent knowledge of English language.

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

***Administration Manager***

***OHR Brcko***

***Obiliceva bb, 54000 Brcko***

***Fax: +387 49 217 560***

***E-mail: [application@ohr.int](mailto:application@ohr.int)***

***Please quote Reference No. 2002/241***

***Closing date for applications: 27 August 2002***

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

***No telephone inquiries please***