

# SUMMER INTERNSHIP PROGRAM

**Duty station:** Sarajevo

**Departments:** Resource department – ICT section

**Contract type:** Internship (unpaid), duration 1 – 3 months max., starting as of May 2014

## **Purpose and Scope of the Position**

IT Intern 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 reporting and documenting them.

## **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 specialized software applications
- Cabling, testing and labeling of data and voice connections
- 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 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
- Mature judgement.

Any person with the above qualifications should provide (in English) a CV with a one-page cover letter indicating the preferred department and duty station to the following:

**Human Resources**  
**Office of the High Representative**  
**Emerika Bluma 1, 71000 Sarajevo**  
**Bosnia and Herzegovina**  
**Fax: +387 (0) 33 283 771**  
**E-mail: [application@ohr.int](mailto:application@ohr.int)**

Reference number: 2014/002b

Closing date for applications: 20 March 2014

*Only short-listed candidates will be contacted*

No telephone inquiries please