

VACANCY: IT TECHNICIAN

Title:	IT Technician
Post Level:	Level 4
Location:	Windhoek Office
Type of contract:	Service Contract
Duration:	12 months (Renewable based on satisfactory performance)
Salary:	Salary is calculated according to the UN salary scale for Locally Recruited Staff
Deadline:	15 August 2018

The IT Technician will work under the authority of the Head of Office of UNESCO Windhoek and the overall supervision of the Administrative Officer.

Key Accountabilities:

- Will assist with providing first level user, workstation and server support;
- Assist with the installation, upgrade and troubleshooting of hardware;
- Ensure the Anti-Virus Software is updated on the servers and workstations;
- Assist in training to newly joined staff's computer system, IT standards and procedures including emails;
- Identify, source and install necessary software updates and patches;
- Suggest on the latest technologies and cost cutting methods to implement;
- Assist with Installation and upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment;
- Maintenance of inventory, documents repairs, maintains and restocks assigned parts inventory;
- Assist in performing software distribution updates in close collaboration with the IT Officer of UNESCO HQ Office, scripting, testing and support;
- Provide desktop troubleshooting;
- Liaison with phone operators to keep track of billing requirements and configurations;
- Travel to field to support and maintain project offices IT systems;
- Ensure compliance of UNESCO IT Standards;
- Work in close collaboration with the Knowledge and Management Information (KMI) in HQs;
- Update and maintain the ICT equipment inventory (hardware and software details);
- Organise electronic files of programme/project implementation, updating and backing them up on a regular basis.

Education:

- University degree in the field of computer science and/or
- Industry certifications, this can include ITIL,A+, N+ and/or MCTS/MCITP/or MCSA/MCSE

Work Experience:

- 2 Years work experience in network and desktop support.

Skills/Competencies:

- Working technical knowledge of current protocols, operating systems and standards;
- Ability to operate tools, components and peripheral accessories;
- Microsoft Desktop Support Technician an advantage;
- Software and Hardware Troubleshooting;
- Windows 7-10, Windows server 2008R2/2012R2 experience;
- Routers, switches and firewall experience would be a plus;
- Microsoft Office 2010-2016 support;
- Skype For Business support;
- Office365 support;
- Technical understanding of principles and practices of personal computers, telecommunications and information technology;
- Network security pertaining to firewall, router and WLAN implementations;
- Network Performance Monitoring.

Languages

- Excellent verbal and written communication skills in the English Language.
- Knowledge of other UN Languages would be an advantage.

Application

To apply for this position, kindly email your letter of motivation, Curriculum Vitae and academic references to windhoek@unesco.org or hand deliver documents to:

United Nations House
UNESCO Office, 1st Floor
38-44 Stein Street, Klein Windhoek
Windhoek
Tel: +264 61 291 7000
Fax: +264 61 291 7220

Only shortlisted candidates will be contacted and no documents will be returned.