



Windhoek National Office

VACANCY ANNOUNCEMENT: IT TECHNICIAN

Title:	IT Technician
Post Level:	Level 4
Organizational Unit:	Administration
Primary Location:	Windhoek
Recruitment open to:	Namibian Residents
Type of contract:	Service Contract
Duration:	12 months (Liable for Extension)
Salary:	Salary scale is calculated according to the UN salary classification for Locally Recruited Personnel
Deadline (<i>midnight, Windhoek time</i>):	20 th November 2015

OVERVIEW OF THE FUNCTIONS OF THE POST

The United Nations Educational, Scientific and Cultural Organization (UNESCO) Office in Windhoek is seeking applications for an IT Technician.

The IT Technician will work under the authority of the Head of Office of UNESCO Windhoek, the overall supervision of the Administrative Officer and direct supervision of the national Assistant Administration/Finance Officer.

Main Tasks

- Assist with the installation, upgrade and troubleshooting of hardware.
- Assist in training to newly joined staff's computer system including emails.
- 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.
- Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory
- Assist in performing software distribution updates in close collaboration with the IT Officer of UNESCO Office, scripting, testing and support.
- Provide desktop troubleshooting.
- Liaison with phone operators to keep track of billing requirements
- Travel to field to support and maintain project offices IT systems
- Under the general supervision of UNESCO IT section, the IT Technician would ensure compliance of UNESCO IT Standards

REQUIRED QUALIFICATIONS

Education

- ❖ College diploma or university degree in the field of computer science and/or
- ❖ Industry certifications, this can include 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
- ❖ A+ and N+ experience • Software and Hardware Troubleshooting
- ❖ Windows XP, Windows 7-10, Windows 2000/2003/2008 experience
- ❖ Routers, switches and firewall experience
- ❖ Microsoft Office 2007, Office 2010 support

BENEFITS AND ENTITLEMENTS

- ❖ UNESCO's salaries are based on the ICSC scale for locally recruited staff in Namibia.

HOW TO APPLY

Interested candidates are requested to submit their application by **20th November 2015**. Applications should include: Motivation letter, CV, and reference contacts.

Applications should be sent to:

Administrative Officer
UNESCO Windhoek Office
38-44 Stein Street, Klein Windhoek P.O. Box 24519
Windhoek, Namibia

Or by e-mail to windhoek@unesco.org with a copy to the Administrative Officer (l.sowe@unesco.org) indicating the post title on the envelope or the e-mail subject

Only shortlisted candidates will be contacted. The applications of the non-selected applicants will be retained by UNESCO for reference.

UNESCO is committed to gender equality in its programming and to gender parity within the Secretariat. Therefore, women candidates are strongly encouraged to apply. UNESCO is a non-smoking organization. UNESCO does not charge a fee at any stage of the recruitment process.