



International Labour Organization  
Organisation internationale du Travail  
Organización Internacional del Trabajo

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## **Announcement No. 02 (2018) E**

### **VACANCY ANNOUNCEMENT**

Post Title: Computer Information Technology Assistant  
Department/Unit: Regional IT Unit of the ILO Regional Office for Asia and the Pacific  
Post Level: GS-6  
Duration: One-year fixed-term contract with the possibility of extension  
Duty Station: Bangkok

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The following are eligible to apply:

- ILO Internal candidates in accordance with paragraphs 31 and 32 of Annex I of the Staff Regulations.
- External candidates

#### **Introduction:**

The Computer Information Technology Assistant (G6) works in the Regional IT Unit, located in the Regional Administrative and Finance Section of the ILO Regional Office for Asia and the Pacific. The main purpose of the position is to assist in providing technical and procedural IT support to staff and offices throughout the region. The position reports to the Regional Computer Information Technology Officer.

#### **Generic duties:**

1. As a team member, provide quality and timely IT helpdesk services to the Regional Office as well as Country and Project offices in the Asia-Pacific Region
2. Respond to fairly complex incidents and inquiries concerning computer-and-network-related questions.
3. Provide support and operational administration for Video-conferences.

#### **Specific duties:**

1. Provide professional technical onsite and remote support to end-users on various platforms and applications, including Windows 7 and iOS devices, Microsoft Office, internet browsers, etc.
2. Provide professional technical onsite and remote support to end-users for video-conferences services using Cisco, Skype and Skype for Business, WebEx, etc.

3. Administration of Windows servers, including Active Directory (AD) objects and Group Policies, Operating System Deployment and application deployment using SCCM, LAN/WAN monitoring and support, administration of Linux servers, VMware.
4. Provide technical IT support to the organization of events (conferences, booths...) both onsite and offsite.
5. Respond to technical queries and resolve operational problems. Provide front-line assistance and training support for computer-users in the office.
6. Participate in meetings, training, activities and projects aimed at improving service levels to the regional and/or area offices.
7. Write or edit scripts and queries according to specifications provided by users and/or computer information technology officers.
8. Perform other duties as assigned by the supervisor.

### **Qualification requirements:**

**Education** - Completion of secondary school education, plus formal training in computer systems and programming from a recognized commercial or technical school or equivalent.

**Experience** - Six years of experience in computer operations and/or information management, including experience in operational work related to the job. In-depth knowledge of Microsoft and Linux server and desktop platforms and related technologies (Active Directory, SCCM, Powershell). Advanced knowledge of network, switching, routing. Knowledge of virtual infrastructure.

**Languages** - Excellent knowledge of English and Thai. Speaks and writes clearly and effectively in English.

### **Competencies –**

- Demonstrated ability to communicate effectively both orally and in writing.
- Strong client focus and ability to manage client expectations and create trusting relations.
- Demonstrated ability to analyze user issues and requirements and to prepare documentation and manuals.
- Demonstrated ability to follow administrative computer procedures reliably (e.g. Standard Operating Procedures for system operations and user assistance).
- Demonstrated technical competence in network connections and services.

Ability to troubleshoot hardware, software and network problems. Ability to edit program scripts. Ability to solve fairly complex problems related to computers. Ability to learn new technologies. Ability to work in a team and to work under pressure. Ability to train others on the use of new computer systems. Ability to organize own work.

Strong teamwork. Excellent interpersonal skills. Creative problem solving skills. Open minded, motivated, responsible and organized.

**Conditions of employment:**

Starting salary: Baht860,771.- per annum  
Allowances & benefits: Affiliation to the United Nations Joint Staff Pension Fund  
Affiliation to the ILO-ITU Staff Health Insurance Fund  
Dependants' allowance  
30 working days of annual leave

**Applications process:**

Interested candidates are requested to send their applications to the Regional Human Resources Unit, International Labour Organization via e-mail to [bkk\\_hr@ilo.org](mailto:bkk_hr@ilo.org) by **25 March 2018**. This vacancy announcement has been issued on the ILO website (<http://www.ilo.org/asia/about/lang--en/index.htm>). Only candidates under positive consideration will be notified. Applications submitted by officials in the same grade will be given prior consideration. Short-listed candidates will be required to sit in a written examination and an interview.

*The ILO values diversity among its staff. We welcome applications from qualified women and men, including those with disabilities.*