



International Labour Organization
Organisation internationale du Travail
Organización Internacional del Trabajo

File: PER-GS-4 (CONF)

Date: 20 March 2018

Announcement No. 05 (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: 3 months
Duty Station: Bangkok

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. 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 complex inquiries and give assistance 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 Active Directory (AD) objects and Group Policies, management of hardware and software including Operating System Deployment, LAN / WAN monitoring and support, ensuring adherence to established IT standards.
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, activities and projects aimed at improving service levels to the regional and/or area offices.
7. 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.

Languages - Excellent knowledge of the local language and one working language of the duty station and/or organization.

Competencies –

- Ability to communicate effectively both orally and in writing.
- Ability to analyse user issues and requirements.
- Strong teamwork and interpersonal skills at all levels.
- Strong client focus and ability to manage client expectations and create trusting relations.
- 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.

Conditions of employment:

Starting salary:	Baht860,771.- per annum
Allowances & benefits:	Affiliation to Short-term Insurance 2.5 working days of annual leave per month

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 by **2 April 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.