

ICMPD Generic Job Profile

Junior ICT Officer¹ - Service Desk

Functional Overview

Under the supervision of the Team Lead – Service Desk, the Junior ICT Officer – Service Desk delivers efficient and results-focused support within the ICT Helpdesk Team, serving as the first point of contact for end-users, promptly resolving general technical issues and collaborating with the ICT Service Desk team to maintain high service standards. They enhance efficient service delivery by providing initial technical support, managing incidents, and assisting with application-related tasks, with a focus on user and device management. Basic ICT services and infrastructure are actively monitored to identify and troubleshoot common issues, with complex incidents escalated to senior team members as necessary. They contribute to the smooth operation of workplace and shared ICT services, supporting organisational productivity under the guidance of senior team members.

Key Results

Provision of Tier 1 Support and Incident Management: Basic hardware and software issues are effectively resolved through prompt troubleshooting, diagnosis, and resolution, ensuring user satisfaction and minimising downtime. Customer support is delivered courteously and efficiently, with reported issues logged, analysed, and resolved, and unresolved cases escalated to higher-level support for timely resolution. Local ICT needs across all ICMPD duty stations are supported through coordinated efforts with on-site ICT experts, enhancing service delivery. Common issues and solutions are documented, contributing to comprehensive technical resources and streamlining the resolution of recurring problems.

Provision of Tier 2 Support for Specific IT Services: ICT services are effectively researched, evaluated, and configured under the guidance of senior ICT Service Desk team members, ensuring alignment with organisational needs. Basic ICT services, including mobile device and access rights management, are consistently monitored and maintained to uphold service reliability. Solutions and troubleshooting steps are documented to enhance future reference and contribute to the stability and continuity of ICT services.

Contributions to Additional Client and Project ICT Services: Basic ICT equipment, including workstations and mobile devices, are efficiently set up and maintained to ensure seamless functionality. User and device management tasks, such as account setup and device configuration, are handled effectively to support operational needs. Technical assistance is reliably provided for virtual meetings and video conferencing, enhancing communication and collaboration. Software installations are executed promptly, and standard operating procedures for frequently requested services are documented to streamline processes and improve service delivery.

¹ This profile is classified at IP1.

Required Expertise

- Capability to analyse and interpret data in the assigned area of work.
- Capability to adapt approach to changing priorities as needed.
- Ability to build good working relations with teams and stakeholders to ensure effective coordination in the assigned area of work.
- Ability to provide technical support to end-users, leveraging expertise to handle problem identification, diagnosis and resolution.
- Understanding of basic network management (TCP/IP, Wireless, DNS, DHCP) including administration of various kinds of network devices.
- Knowledge of the OS, SW, service and HW environment.
- Well-developed team working qualities in a diverse and international environment.

Qualifications, Experience and Language Skills

- Master's Degree related to the area of work.
- Minimum of 1 year of experience in an IT service desk environment.
- Experience with Microsoft Active Directory Users and Groups Management.
- Experience using remote support tools e.g. Remote Desktop, LogMeIn, Team Viewer, Bomgar, etc.
- Experience of working with service desk tools and technology, such as ITSM, remote access, knowledge resources.
- Good analytical, drafting and organisational skills.
- Good communication skills.
- Proficiency in (verbal/written) English, proficiency in the language of the duty station is an asset.
- Advanced proficiency in the use of standard IT tools.
- ITIL Foundation or higher is an asset.