



# CALL FOR APPLICATIONS

Job Title: **SENIOR IT MAINTENANCE AND SUPPORT TECHNICIAN (SENIOR ADMINISTRATIVE HELP DESK AGENT)**

Reference: **010/CEEAC/COM/SA/DSI/SEM/2022**

Application deadline:

Duty station: **Libreville, Gabon**

Type of contract: **Fixed-term contract of two (2) years renewable**

SITUATION OF THE POST	
<b>Department</b>	Presidency / Administrative Secretariat
<b>Division</b>	Information Systems
<b>Service</b>	Operations and Maintenance
<b>Functional Relationships</b>	<ul style="list-style-type: none"><li>- All users within ECCAS;</li><li>- Consultancy firms specialising in the IT field (networks, Internet, intranet, etc.);</li><li>- Suppliers of hardware and software.</li></ul>
DUTIES OF THE POST	
The role of the Helpdesk Technician is to provide user support, troubleshooting and maintenance of IT equipment such as hardware, software and networks.	
MAIN RESPONSIBILITIES	
<ul style="list-style-type: none"><li>• <b><u>Installation of equipment:</u></b><ul style="list-style-type: none"><li>○ Ensure the installation of a new computer, a new printer...</li><li>○ Ensure the installation of new software</li></ul></li><li>• <b><u>Maintenance:</u></b><ul style="list-style-type: none"><li>○ Anticipate breakdowns by securing the computer equipment</li><li>○ Intervene in the repair of hardware and software</li><li>○ Ensure software updates.</li></ul></li><li>• <b><u>Assistance</u></b><ul style="list-style-type: none"><li>○ Carry out on-site or remote troubleshooting through diagnostic and relevant question techniques</li><li>○ Determine the best solution according to the problem and the details provided by the users</li><li>○ Accompany users throughout the problem-solving process;</li><li>○ Pass on unresolved problems to higher level support staff;</li><li>○ Record incidents and problems, and their resolution, in logs;</li><li>○ Track and update user status and information;</li><li>○ Pass on user comments or suggestions to the relevant internal team;</li></ul></li></ul>	

- Identify and suggest possible improvements to procedures;
- Contribute to the Commission's FAQ directory by entering the most common cases;
- Train users.

### PROFILE REQUIREMENTS

<b>Educational Background</b>	Have 3 years of university education (degree) or 2 years of university education (diploma) in Computer Science or related fields.
<b>Experience</b>	Have at least 5 years of professional experience in the relevant field and in a similar position or function (see Article 14 of the ECCAS Staff Regulations).
<b>Expertise</b>	<ul style="list-style-type: none"> <li>- Central Africa and ECCAS member states;</li> <li>- International, continental, regional and national institutions and organisations of reference in the field;</li> <li>- Mastery of latest computer products and languages</li> <li>- Mastery of operating environments</li> <li>- Understanding of technical English</li> <li>- Advanced knowledge of IT (hardware, software).</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>- Have the ability to manage or supervise small teams;</li> <li>- Ability to perform application and monitoring tasks;</li> <li>- Mastery of different types of operating systems (Windows, Linux, MacOS, etc.) and servers;</li> <li>- Mastery of data backup procedures and, more generally, of security constraints;</li> <li>- Mastery of the tools used to secure and monitor operations;</li> <li>- Knowledge of computer network cabling;</li> <li>- Speak and write English and French correctly.</li> <li>- Language: English, Spanish, French and Portuguese required.</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>- Availability</li> <li>- Anticipation and reactivity;</li> <li>- Results orientation;</li> <li>- Ability to analyse and synthesise;</li> <li>- Organisational skills, time management and rigour;</li> <li>- People skills, listening skills and interpersonal skills.</li> <li>- Pedagogical skills</li> <li>- Good stress management.</li> </ul>

### EMPLOYMENT CONDITIONS

<b>Remuneration</b>	- Salary and benefits in accordance with the ECCAS salary structure.
<b>Nationality &amp; gender</b>	<ul style="list-style-type: none"> <li>- Be a national of an ECCAS member state; the overall geographical balance between member states will be taken into account during recruitment;</li> <li>- Female candidates are encouraged to apply.</li> </ul>

### APPLICATION DOCUMENTS

- Motivational letter of application;
- Detailed curriculum vitae including full contact details of the applicant (full name, address, telephone, fax, e-mail);
- Citizenship certificate;
- A copy of birth certificate or supplementary judgement in lieu thereof;
- A copy of criminal record (bulletin n°3) not more than three months old;
- Certified copies of academic degrees and diplomas;
- Work certificates and documents attesting to professional references;
- A medical certificate issued by a registered doctor;
- Full identities of three referees who are not related to the applicant and who can attest to the applicant's professional and moral qualities;

The complete file, bearing the reference: **010/CEEAC/COM/SA/DSI/SEM/2022**

and the job title « **SENIOR IT MAINTENANCE AND SUPPORT TECHNICIAN** », must be sent exclusively by e-mail to the following address: [recrutements@ceeac-eccas.org](mailto:recrutements@ceeac-eccas.org).