JOB PROFILE

JOB TITLE	IT ASSISTANT (SOFTWARE SUPPORT)
JOB CODE	0110
INSTITUTION/AGENCY	WEST AFRICAN HEALTH ORGANISATION (WAHO)
GRADE	G4/G5/G6
DIRECTORATE	ADMINISTRATION AND FINANCE
ANNUAL SALARY	15,612.30/30, 932.71
NUMBER OF POSITIONS	1
STATUS	PERMANENT
DIVISION	ADMINISTRATION AND HUMAN RESOURCES
LINE SUPERVISOR	WEBMASTER AND NETWORK OFFICER
SUPERVISING	N/A
DUTY STATION	CÔTE D'IVOIRE

ROLE OVERVIEW

Under the supervision of Webmaster and Network Professional Officer, the incumbent shall provide technical assistance for software implementation. He or she will provide support to SAP/ECOLINK users, participate in the development of terms of reference for application development and implementation of new projects. He/ she will also participate in implementation of applications, perform the necessary tests prior to their deployment and provide corrective maintenance for applications.

ROLE AND RESPONSIBILITIES

1. **Technical support and functional assistance**
   - Provide **technical support** for integration, configuration and operation of **SAP/ECOLINK** system **and other software.**
   - Provide **advanced functional assistance** to users to ensure optimal use of deployed systems (Microsoft 365, SAP/ECOLINK, any other system).
   - Proactively resolve technical and functional issues encountered by users.

2. **Technology project management**
   - Participate in drafting detailed **terms of reference** for development of new applications and implementation of digital projects.
   - Participate in planning and supervising **deployment of applications**, ensuring that deadlines and technical standards are met.

3. **Testing and quality assurance**
   - Participate in development and execution of **functional and technical tests** to assess compliance, performance and security of applications prior to deployment.
   - Verify quality of deliverables during various stages, ensuring that they meet defined functional and technical requirements.

4. **Corrective maintenance and continuous improvement**

- Perform **corrective maintenance** on applications by quickly identifying and resolving application incidents.
- Propose **continuous improvements** to optimise system performance and enhance user experience.

5. **Coordination and collaboration**
   - Work closely with other technical stakeholders to align ICT projects with OOAS's strategic objectives.
   - Participate in technical and operational meetings to ensure that developments are consistent with organisational needs.

ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE

Education:

- Hold a higher technical certificate (BTS/DUT/DTS) in **computer science**, **software engineering** or **information technology.**

- Bachelor's degree in **computer science**, **software engineering**, **information technology**
- Specific technical certification (**SAP**, **ITIL**, **Microsoft, etc.**) would be an asset.

Work experience:

- At least three (3) years of progressively more responsible professional experience in software development and application.
- **Excellent command** of **SAP,** including integration, configuration and user support.
- Proficiency in managing and customising Microsoft 365 products.
- Robust experience in **software development**, including languages (**ABAP for SAP**, **Java**, **Python**, etc.).
- Experience in **functional and technical testing** (hands-on experience with **Agile**, **Scrum** or **DevOps** methodologies would be an asset).
- Good understanding of concepts related to **application security** and **incident management.**
- Experience in drafting **technical terms of reference** and producing high-quality technical documentation.

AGE LIMIT

- Must be a citizen of an ECOWAS Member State.

- Must not be more than 35 years of age at the time of recruitment. This does not apply to internal candidates.

ECOWAS KEY COMPETENCIES

G4-02-01	LEADERSHIP

- Ability to make suggestions for improving work methods based on own observations and confidently ensure that these suggestions are implemented as required.
- Proven experience working efficiently as a team member, mentoring teams and occasionally leading discussions, and/or assuming other leadership roles as appropriate.
- Ability to support the team by keeping abreast of the team's initiatives, events and needs, assisting team leaders as required.
- Ability to work under pressure and be dependable for results.
- Ability to take responsibility for own career and performance and engage in self-assessment activities independently.
- Ability to develop and maintain the skills and expertise required to perform the role efficiently.

G4-03-01	CLIENT SERVICE ORIENTATION

- Demonstrate excellent work ethics, positivity, motivation, flexibility and problem-solving skills to successfully carry out tasks associated with position.
- Ability to resolve routine problems and make recommendations to improve quality/quantity of services to clients.
- Ardent desire to help others in a variety of circumstances related to own work area and to refer to appropriate person for further assistance if required.
- Ability to work as part of a team to meet user needs.
- Ability to manage own time efficiently and meet service standards and objectives related to assigned responsibilities.

G4-04-01	MULTICULTURAL SENSITIVITY AND ADVOCACY

- Be able to identify and use internal resources to develop an understanding of cultural differences and actively improve intercultural skills when interacting with others from different cultural and linguistic backgrounds.
- Ability to listen attentively to people's ideas, requests and concerns and to understand, internalize and develop diversity management skills in accordance with ECOWAS rules and policies.
- Ability and responsibility to integrate gender issues and ensure equal participation of women and men in all areas of work.
- Ability to recognise preconceived ideas and stereotypical views of certain groups and individuals and successfully adopt inclusive and culturally appropriate behaviours.

G4-05-01	KNOWLEDGE OF ECOWAS

- Basic understanding of the ECOWAS organizations mandates and its functions, particularly those of own institution
- Be conversant with ECOWAS routine procedures and practices as it relates to assigned responsibilities and work tools.
- Ability to apply ECOWAS standards for emailing and other routine tasks and to keep records, and information pertaining to assigned tasks in accordance with applicable rules and regulations.

- Ability to apply ECOWAS procedures relevant to tasks and demonstrate a good understanding of associated systems, processes, rules and/or standards sufficiently to explain their necessity and to identify errors and consequences.

G4-06-01	ANALYTICAL AND CRITICAL THINKING

- Excellent numeracy skills with ability to collect, collate, classify and summarize data following clear and simple instructions.
- Ability to be innovative with established procedures with a view to improving performance and/or output.
- Ability to detect and correct errors and ensure rigorous and accurate file archiving.

Ability to collect and organise information and data in a simple and understandable manner.

G4-07-01	COMMUNICATION

- Ability to provide accurate and comprehensive information to supervisor/co-workers/clients, at their request, using judgment, tact and diplomacy.
- Proficiency in the use of computers with advanced word-processing skills, including practical knowledge of spreadsheets (e.g. Excel), inter/intranet databases, email and social networks.
- Ability to read, listen to and understand routine instructions and carry them out with limited supervision.
- Ability to produce clear, concise, logical and grammatically correct written materials in one of the three (3) official languages of ECOWAS and have equal linguistic proficiency in oral communication.
- Ability to address issues with others in a candid, timely and straightforward manner.
- Proficiency in information and communication technology (ICT); Microsoft Office, PowerPoint, Excel, SAP ECM & MM.
- Good command (oral and written) of any of ECOWAS official languages, namely English, French, and Portuguese. Working knowledge of any of the other languages would be an advantage.

G4-08-01	PLANNING AND IMPLEMENTATION

- Ability to organize routine tasks and identify solutions to address conflicting priorities or new or changing tasks.
- Ability to develop work objectives and identify the steps needed to achieve these objectives.
- Ability to understand and contribute to team or work unit goals as directed by supervisor.
- Ability to work within well-established office practices and balance multiple tasks within set deadlines.

Assessment method: Assessment of qualified candidates may include a written exercise and a competency-based interview.

JOB PROFILE

ECOWAS Work Environment:

ECOWAS provides a work environment that reflects the values of gender equality, diversity, integrity and a healthy work-life balance. We are committed to ensuring gender parity in the organization and therefore, we encourage women to apply for positions that suit their competencies. Individuals from minority ethnic groups, indigenous populations, persons with disabilities, and other underrepresented groups are also highly encouraged to apply. Diversity, Equity and Inclusion is at the heart of ECOWAS's workforce.

Disclaimer:

Selection and appointment will be subject to background and reference checks and other administrative requirements.

ECOWAS does not charge for any application, processing, training, interviewing, testing in connection with application or recruitment processes and does not concern itself with information on applicants' bank accounts.

This position is subject to local recruitment pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2021). All staff in the General Service and related categories shall be recruited from ECOWAS citizens who are resident in the Member state where the position has been advertised. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.