



## JOB PROFILE

JOB TITLE	IT ASSISTANT (MAINTENANCE AND USER SUPPORT)
JOB CODE	0111
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, NETWORK AND SECURITY PROFESSIONAL
SUPERVISING	N/A
DUTY STATION	CÔTE D'IVOIRE

### ROLE OVERVIEW

Under the general supervision of Webmaster and Network Professional, the IT Assistant shall perform various tasks related to IT operations. He/she will contribute to the development of operational procedures, provide technical support and assist staff members and guests by diagnosing and resolving basic IT issues.

### ROLE AND RESPONSIBILITIES

#### 1. Management and maintenance of IT equipment

- Ensure proper functioning of IT equipment and standard office equipment.
- **Monitor, service and** perform **routine maintenance** on IT equipment and peripherals.
- **Install and configure** computer hardware, software and peripherals in accordance with established standards.

#### 2. Technical support and user assistance

- Provide **technical assistance** to users by **diagnosing** and **resolving common IT issues**.
- Manage **calls and incidents** relating to network problems, ensuring they are logged, tracked and escalated.
- **Maintain an incident database** and propose solutions to improve management of recurring problems.

#### 3. Inventory management and documentation

- **Organise and update** IT files relating to hardware and software **inventories**.
- **Maintain a database** of hardware suppliers, internet access providers and service providers.

#### 4. Backup and security management

- **Perform regular** data **backups** in accordance with established procedures, ensuring data security and accessibility.

#### 5. Technology monitoring and supplier management



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- **Contribute to research on Information and Communication Technologies (ICT),** suppliers and other relevant sources for IT supplies.

### **6. Perform other duties as may be assigned by supervisor.**

## **ACADEMIC QUALIFICATIONS, SKILLS EXPERIENCE**

### **Education:**

- Hold a Higher Technical Certificate (BT/DUT/DTS) in **computer science, information technology, systems and networks, or IT maintenance.**
- Technical certification (**Cisco CCNA, ITIL Foundation**, or equivalent) would be an asset.

### **Work experience:**

- At least five (05) years of progressively more responsible professional experience in a relevant field related to computer science, computer maintenance and computer networks.
- **Proficiency in operating systems** (Windows, macOS, Linux) and office tools (Microsoft Office 365).
- Experience in **network management principles** (LAN/MAN/WAN), including troubleshooting and resolving connectivity issues.
- Experience in **installing, configuring and maintaining** IT hardware, peripherals and software.
- Experience in **regular backups** and basic data security management.
- Experience in basic hardware and software **inventory management.**

### **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.
- Robust experience in efficient teamwork, including ability to supervise teams, lead discussions and, if necessary, assume leadership responsibilities.
- 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.



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<b>G4-03-01</b>	<b>CLIENT SERVICE ORIENTATION</b>	<ul style="list-style-type: none"> <li>• Demonstrate excellent work ethics, positivity, motivation, flexibility and problem-solving skills to successfully carry out tasks associated with position.</li> <li>• Ability to resolve routine problems and make recommendations to improve quality/quantity of services to clients.</li> <li>• 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.</li> <li>• Ability to work as part of a team to meet user needs.</li> <li>• Ability to manage own time efficiently and meet service standards and objectives related to assigned responsibilities.</li> </ul>
<b>G4-04-01</b>	<b>MULTICULTURAL SENSITIVITY AND ADVOCACY</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Ability and responsibility to integrate gender issues and ensure equal participation of women and men in all areas of work.</li> <li>• Ability to recognise preconceived ideas and stereotypical views of certain groups and individuals and successfully adopt inclusive and culturally appropriate behaviours.</li> </ul>
<b>G4-05-01</b>	<b>KNOWLEDGE OF ECOWAS</b>	<ul style="list-style-type: none"> <li>• Basic understanding of the ECOWAS organizations mandates and its functions, particularly those of own institution</li> <li>• Be conversant with ECOWAS routine procedures and practices as it relates to assigned responsibilities and work tools.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>G4-06-01</b>	<b>ANALYTICAL AND CRITICAL THINKING</b>	<ul style="list-style-type: none"> <li>• Excellent numeracy skills with ability to collect, collate, classify and summarize data following clear and simple instructions.</li> <li>• Ability to be innovative with established procedures with a view to improving performance and/or output.</li> <li>• Ability to detect and correct errors and ensure rigorous and accurate file archiving.</li> </ul> <p>Ability to collect and organise information and data in a simple and understandable manner.</p>
<b>G4-07-01</b>	<b>COMMUNICATION</b>	



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- 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 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).
- 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.

### 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



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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.