

ICMPD Job Profile

Junior ICT Officer¹ - Service Desk

Functional Overview

Within the Directorate of Management (MGT), and specifically the Information and Communications Technology (ICT) Unit, the Junior ICT Officer – Service Desk supports the organisation-wide ICT ticketing system (Service Portal) and contributes to the timely resolution of ICT incidents and service requests in accordance with established ICMPD/ICT procedures, service standards and continuous improvement processes. As an active member of the ICT Service Desk Team, the incumbent provides client-oriented and efficient first-level technical support to end-users across ICMPD, contributing to the smooth day-to-day operation of ICT services and the consistent application of ICT policies and guidelines.

The position is based in one of ICMPD's regional offices and serves as the first point of contact for end-users at the assigned duty station. In line with the Service Desk's centrally coordinated operating model, all incidents and service requests are logged and managed through the single Service Portal and assigned based on priority, workload and required technical expertise. While priority is given to requests originating from the assigned duty station, the Junior ICT Officer may also be assigned to handle service requests across multiple regions. Likewise, service requests from the regional office may be handled by other Service Desk team members, ensuring continuity and adherence to defined service levels.

The incumbent functionally reports to the ICT Team Lead – Service Desk, based at ICMPD Headquarters in Vienna, Austria, who provides technical guidance and performance supervision. Administrative supervision, including office presence and local administrative matters, is managed by the relevant management authority in the respective regional office.

The role also contributes to supporting organisational project teams in the effective use of Microsoft 365 collaboration tools, in particular Microsoft Teams and related document libraries, in coordination with the Knowledge Management function to ensure alignment with established organisational standards.

Key Results

Provision of Tier 1 Support and Incident Management: Basic hardware and software issues are resolved through troubleshooting, diagnosis and application of established solutions, ensuring minimal service disruption and user satisfaction. Reported issues are logged, categorised and addressed in accordance with defined procedures. Complex or unresolved cases are escalated to higher-level support as required. Local ICT needs across ICMPD duty stations are supported in coordination with on-site ICT experts. Common issues and standard solutions are documented to facilitate consistent handling of recurring incidents.

Provision of Tier 2 Support for Specific ICT Services: Specific ICT services are supported through configuration and maintenance activities carried out in accordance with established procedures and under the guidance of senior ICT Service Desk team members. Basic ICT services, including mobile device and access rights

¹ This profile is classified at IP/LP1.

management, are consistently monitored and maintained to ensure operational continuity. Troubleshooting steps and solutions are recorded and documented to support knowledge sharing and service consistency.

Contributions to Additional Client and Project ICT Services: Basic ICT equipment, including workstations and mobile devices, is set up and maintained following standard procedures. User and device management tasks, such as account setup and configuration, are carried out in line with defined processes. Technical assistance is provided for virtual meetings and video conferencing. Software installations are implemented promptly, and the standard operating procedures, for frequently requested services are documented to streamline processes and improve service delivery.

Support to Project Teams and Document Management: Project teams are supported in the day-to-day use of Microsoft Teams document libraries. Guidance is provided to users on standard document management and collaboration practices, including file sharing and co-authoring within the organisation, as well as secure collaboration with external users, in line with ICT security and information management guidelines.

Required Expertise

- Ability to analyse technical issues and apply established solutions within the assigned area of work.
- Ability to adapt to changing priorities and manage multiple service requests.
- Ability to provide technical support to end-users, including problem identification, diagnosis and resolution within defined procedures.
- Working knowledge of basic network concepts (TCP/IP, Wireless, DNS, DHCP) and ability to support network device configuration under guidance.
- Working knowledge of operating systems, standard software applications, ICT services and hardware environments used within ICMPD.
- Basic understanding of Microsoft Teams and SharePoint Online, particularly document libraries and collaboration features.
- Ability to guide users in applying standard document management practices (access control, versioning, sharing and structure).
- Awareness of information security and data protection principles, particularly in relation to the management of shared document repositories.

Qualifications, Experience and Language Skills

- Master's Degree in Information Technology, Computer Science or a related field.
- Minimum of one (1) year of relevant professional experience in an IT service desk or technical support environment.
- Experience with Microsoft Active Directory (user and group management) and remote support tools (e.g. Remote Desktop, LogMeln, Bomgar, TeamViewer or similar).
- Experience working with IT service management (ITSM) systems and related service desk technologies.
- Experience supporting Microsoft 365 tools, particularly Microsoft Teams and SharePoint Online, including cloud-based document management environments.
- ITIL Foundation certification and previous experience with SAP Business One are considered assets.
- Strong analytical, organisational, and communication skills with a client-oriented approach, and the ability to build effective working relationships and collaborate well within diverse, international teams.
- Proficiency in written and spoken English; proficiency in the language of the duty station is an asset.