



## JOB PROFILE

JOB TITLE	Information Technology Assistant
JOB CODE	200003793
INSTITUTION	Office of the Auditor General of ECOWAS Institutions
GRADE	G4/G5/G6
DIRECTORATE	N/A
ANNUAL SALARY	<b>UA20,527.07 – UA62,185.62 (\$46,387.61 – \$62,185.62)</b>
STATUS	Permanent
LINE SUPERVISOR	Information Technology Officer
SUPERVISING	N/A
DUTY STATION	Abuja, Nigeria

### IMPORTANT NOTES

This position is subject to local recruitment pursuant to article 9 (3) of ECOWAS Staff Regulations (revised 2021). Candidates shall be recruited from ECOWAS citizens who are resident in the member state where the position has been advertised.

Applications should be sent to: [oagitasst@ecowas.int](mailto:oagitasst@ecowas.int)

Deadline for submission of application: **27<sup>th</sup> November 2024**

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

MANDATE OF OAG	The Office of the Auditor General of ECOWAS Institutions (OAG) is an independent assurance office established to assist the ECOWAS Governance Bodies, in particular, the Council of Ministers and Audit Committee to carry out their oversight functions and promote good corporate governance, accountability and value for money in all Community Institutions, Specialized Agencies and Offices. Deriving its mandate from the ECOWAS Council of Ministers, it is tasked to conduct Community-wide Financial Audits, Compliance Audits, Performance Audits, Investigations, and other Special Audits. The OAG structure comprises an Audit Directorate, a Directorate for Program Performance Audit, and an Internal Services Division. It is headquartered in Abuja, Nigeria.
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### ROLE OVERVIEW

Under the supervision of the Information Technology Officer, the incumbent shall provide support and assistance in the smooth running of workstations and all other IT equipment of the office. Be responsible for any other assignment as may be assigned by the supervisor.

## **ROLE AND RESPONSABILITIES**

- Respond promptly to IT related queries via chat, e-mail or phone as the case may be;
- Assist in the training of other staff members on how to troubleshoot and diagnose systems related problems.
- Assist to write, edit, and revise training manuals for new and updated software and hardware.
- Diagnose system errors and other issues.
- Provide technical assistance for system related questions and issues.
- Request feedback and/or monitor calls and other methods of correspondence to improve training methods.
- Serve as first and second level service support to users;
- Run reports and assist in analyzing common complaints and problems;
- Install/ update software for users as required;
- Remotely accessing hardware or software for clients to make changes and fix problems.

## **ACADEMIC QUALIFICATIONS AND EXPERIENCE**

- Brevet de Technicien Superior (**BTS**)/ Ordinary National Diploma (**OND**) in Information Technology, Computer Science or in a similar field from a recognized Institution.
- Microsoft Certified System Engineer (MCSE), Cisco Certified Network Professional (CCNP) or similar certification will be an added advantage.
- 5 years' experience in Information Technology or Computer Science or related field is required;
- Experience in working with interactive systems and applied knowledge of the organizations information infrastructure and IT strategy as it relates to user area(s);
- Applied knowledge of general office automation software and local area networks;
- Knowledge of maintenance of assigned systems and development of innovative approaches to resolving wide range of issues/problems.

## **AGE LIMIT**

- Be below 50 years old. This provision does not apply to internal candidates.

## **ECOWAS KEY COMPETENCIES**

- Ability to assume a credible presence when explaining rules, standards and expectations (e.g., deadlines) to ensure compliance and work expectations are met;
- Ability to motivate self and/or others to engage in discussions that will result in recommendations to improve processes, templates or other work tools;
- Ability to engage in positive approaches to teamwork, participate actively in discussions and the achievement of team goals;
- Ability to take responsibility for own career and performance with the occasional guidance from the supervisor/mentor;
- Ability to build capacity of self and others by sharing knowledge, tools, expertise, and experience with others to remain proficient and well informed in the execution of assigned role.
- Interpersonal, listening and multitasking skills with a good understanding of client service responsibilities and role in representing ECOWAS values in all interactions;
- Ability to take initiative to resolve routine problems associated with assigned tasks using good judgment in involving colleagues or superiors as required;

- Ability to work as part of a team with the ability to explain client interactions to resolve concerns, problems and improve services;
- Ability to manage own time effectively and organize own work area in a manner that will meet performance expectations related to assigned client services;
- Ability to direct people to the appropriate source for further information and ask for help when overwhelmed with client demands.
- Ability to apply culturally relevant and appropriate approaches with people from diverse cultural backgrounds;
- Good diversity management skills to interact with individuals in a manner that is culturally appropriate and in accordance with ECOWAS rules/policies;
- Ability to recognize preconceived notions and stereotypical views of certain groups and individuals and to successfully adopt inclusive and culturally appropriate behaviors;
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work;
- Knowledge of diversity management as it relates to daily work expectations and assigned tasks.
- Knowledge of the ECOWAS mandate and operational goals of relevance to assigned responsibilities;
- Ability to keep up to date with Departmental activities, schedules and goals of pertinence to own work team, functional area;
- Knowledge of ECOWAS procedures relevant to assigned work and the ability to apply sound judgment in their application;
- Demonstrated strong interest and commitment to ECOWAS values and activities in daily assumption of duties.
- Excellent ability to maintain, process and provide accurate information as part of assigned tasks;
- Ability to organize files and information for easy retrieval and record keeping;
- Ability to spot mistakes, act promptly to correct them and learn from experiences;
- Knowledge and ability to challenge and question fundamental assumptions regarding accepted ways of doing things in the spirit of improvement.
- Ability to use current technology to communicate effectively e.g., office software programs, including spreadsheets, word processing and graphic presentation software; ability to type and format presentations, reports, manuals, newsletters, website content and proficiency in information communication technologies (ICT);
- Well-developed information sharing skills using technology and in accordance with established processes and practices;
- Advanced verbal assertiveness and communication skills with a demonstrated ability to acknowledge and understand the validity of others' viewpoints and to respond in a constructive manner;
- Proficiency in information communication technologies (ICT);
- Fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.
- Ability to allocate time for specific task in a manner that will meet deadlines and quality/quantity expectations.

- Good organizational skills with an excellent ability to break down work into smaller parts and focusing on the most important steps first;
- Ability to contribute to maintaining organizational performance standards throughout implementation of new processes, practices and plans adopted by the Department and of relevance to assigned tasks;
- Ability to monitor progress and to consider new goals in the context of assigned responsibilities;
- Ability to follow through with commitments made to others.