



# JOB PROFILE

JOB TITLE	IT ASSISTANT
INSTITUTION	GIABA
GRADE	G4/G5/G6
JOB CODE	20001192
ANNUAL SALARY	G4: UC 26,768.180 (US\$ 42,234.84) G5: UC 31,502.30 (US\$ 49,704.33) / G6: UC 35,815.21 (US\$ 56,509.24)
DIRECTION	ADMINISTRATION AND FINANCE (POOLING WITH EGDC)
DIVISION	ICT UNIT
HIERARCHICAL SUPERVISOR	ICT OFFICER
Application email address	<a href="mailto:g1192ita@giaba.org">g1192ita@giaba.org</a>
Application date line	29 January 2025

## ROLE OVERVIEW

Under the general supervision of the ICT OFFICER, the IT Assistant will perform various computer operations tasks, assist in the development of operating procedures, provide help desk services and support to staff and guests by diagnosing and providing solutions to minor computer problems.

## ROLE AND RESPONSIBILITIES

- Use a wide variety of computer hardware and software as well as standard office equipment.
- Monitor and operate computer hardware and peripherals.
- Install, configure hardware or software.
- Perform routine maintenance and cleaning of equipment.
- Organize and maintain various computer files on hardware and software inventories.
- Provide technical support to users, diagnose and resolve computer problems.
- Maintain a database of incidents and escalate them.
- Participate daily in actions to improve the IT system.
- Conduct research on IT technology, vendors and other sources of supply.
- Receive, record and track all user calls related to the network.
- Perform backups.
- Establish and maintain an effective supplier database.
- Perform administrative and technical tasks with minimal guidance.
- Cover GIABA virtual and hybrid meetings via MS Teams and Zoom.
- Perform any other tasks that may be assigned by the supervisor.

## ACADEMIC QUALIFICATIONS AND EXPERIENCE:

- Minimum of a NATIONAL DIPLOMA, NCE or equivalent certificate, or related field certification plus technical training in IT practices.
- At least 4 years of progressively responsible experience in relevant IT related field, preferably in the private sector or in an international organisation.

**AGE:** The minimum age for recruitment is 24 and the maximum age is 50.

Age limit is not applicable to internal candidates .

**LANGUAGE:** Candidates must speak one of the official languages of ECOWAS: English, French or Portuguese. Knowledge of a second official ECOWAS language is an advantage.

## COMPETENCIES PROFESSIONALISM:

- Show pride in work and in achievements, demonstrate professional competences and mastery of subject matter, be conscientious and efficient in meeting commitments, observing deadlines, and achieving results, be motivated by professional rather than personal concerns; show persistence when faced with difficult problems and challenges; remain calm in stressful situations.

- Work collaboratively with colleagues to achieve organizational goals; solicit input by genuinely valuing other ideas and expertise; be willing to learn from others; place team agenda before personal agenda; support and acts in accordance with final group decision; even when such decisions may not entirely reflect own position; share credit for team accomplishments and accepts joint responsibility for team shortcomings.
- Develop clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresee risks and allows for contingencies when planning; monitors and adjust plans and actions as necessary; use time effectively.
- Organization and the ability to multitask to complete a wide variety of tasks.
- Attention to detail to ensure tasks are completed thoroughly and correctly.
- Good mastery of Microsoft applications.

#### **ECOWAS KEY SKILLS:**

- knowledge of hardware and software, setting up peripherals such as printers or routers,
- skilled in repairing equipment, and providing daily support for computer network users,
- ability to use computers, good knowledge of IT applications such as MS Office, Excel, Outlook.
- 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 team work, 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.
- well-developed 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 judgement 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;
- good knowledge of diversity management as it relates to daily work expectations and assigned tasks.
- good 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;
- excellent knowledge of ECOWAS procedures relevant to assigned work and the ability to apply sound judgement 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.
- excellent 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;
- well-developed information sharing skills using technology and in accordance in 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;
- excellent command of the English and French languages orally and in writing.
- 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;
- with appropriate guidance, 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.

**Special Notice:**

1. Assessment of qualified candidates may include an assessment test and a competency-based interview.
2. This position is subject to local requirement pursuant to staff rule article 9.3 of the ECOWAS Staff Regulations (revised 2022). All staff in the General Service and related categories shall be recruited in the country or within commuting distance of the GIABA Secretariat, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local requirement shall not be eligible for the allowance or benefits exclusively applicable to international recruitment.
3. Only shortlisted applicants will be contacted for the interviews.