

Intern – IT Support

Description

The Secretariat of the African Commission on Human and Peoples' Rights requires the services of an energetic individual to join our ICT Unit as an Intern – IT Support. The intern should be prepared to work in an exacting fast-paced multi-cultural international environment. At the end of the internship, the Intern would have gained broad experience in various aspects of the organization's work.

Position Responsibilities

- Respond to end-user computer problems and requests, including Windows 7 and 10, computer hardware, Active Directory, MS Office suite, and application install and troubleshooting.
- Respond to end-user IT service problems and requests, including Office365, Office 2013/2016, file backup, anti-malware, and end point virus attacks
- Respond to end-user IT equipment problems and requests, including printer, input device, laptop/desktop, VoIP phone, and audio equipment.
- Respond to end-user requests for help with conference room audio and video equipment.
- Resolve end-user connectivity issues on both wired and wireless networks
- Basic network and server troubleshooting.
- Document status of work in issue/request tracking system.
- Any other duties as assigned by the ICT Officer.

Education

- Candidates must have a minimum of a Bachelor Degree in Information Technology/Computer Science or its equivalent.

Experience

- Knowledge of TCP/IP protocol stack
- Desktop support, Linux/Windows administration, network administration, customer service, patching, printer/copier support
- Windows 7,8,10, Windows 2008/2012 server and Virtualization software (VirtualBox, Citrix Xen Server, VMWare)
- Microsoft Office experience (Word, Excel, PowerPoint, Office 365, One Drive, etc.)
- Basic programming and workflow logic skills
- Mobile device management (Apple, Android)
- Knowledge of cross-browser and cross-platform issues (Internet Explorer, Firefox, Safari, etc.)

Competencies

- Fluency in English/French. Knowledge of another African Union Working language will be an added advantage (Portuguese, Arabic);

- Good organizational skills
- Team player who is willing to go above and beyond to help others
- Good interpersonal and customer care skills
- Effective oral and written communication skills
- Good analytical and problem-solving skills
- An ability to assess each user's IT knowledge levels
- Ability to deal with difficult users
- Logical thinker, willingness to learn new skills

Note:

The internship is unpaid and voluntary.

Interested candidates should forward their CVs and motivation letters no later than **31 June 2018**, to the following address (hand delivered or emailed):

Registry Office

African Commission on Human and Peoples Rights

31 Bijilo Annex Layout

Banjul, The Gambia

Alternatively, by email to:

au-banjul@africa-union.org

Cc: africancommission@yahoo.com