



VACANCY NOTICE PUTS/03-23

The International Centre for Genetic Engineering and Biotechnology (ICGEB), established in 1983, is an international, intergovernmental organisation conceived as a Centre of excellence for research, training and technology transfer to industry in the field of biotechnology to promote sustainable global development. The Centre conducts innovative research in life sciences and strengthens the research capability of its over 60 Member States through training, funding programs and advisory services. Located in Trieste (Italy), New Delhi (India) and Cape Town (South Africa), and in collaboration with over 40 Affiliated Centres worldwide, the three ICGEB Components provide a scientific and educational environment of the highest international standards. Further information is available at <https://www.icgeb.org>

The ICGEB invites applications for the post of Junior IT Assistant

POST TITLE:	Junior IT Assistant
DUTY STATION:	Trieste, Italy
DATE REQUIRED:	As soon as possible
TYPE OF CONTRACT:	Fixed term appointment
DURATION:	An initial period of three months, with possibility of one-year extensions subject to satisfactory performance
LEVEL:	GS-1/GS-2 (UN Salary Scales)
DUTIES:	Under the overall coordination of the Chief, Legal and Administration, the incumbent will provide timely first-line Information Technology support (Service Desk, Users, MACs and PCs) at the ICGEB Trieste Component, to ensure smooth operations in daily work.

In particular, the incumbent will be requested to perform the following duties and reporting to the Head of the IT Unit:

- act as a single point of contact with users. Respond to user needs and enquiries, fulfil requests and provide first-level support for incidents and problems. Dispatch or escalate second-level requests to the relevant people or suppliers;
- maintain the clients (MACs and PCs) as a whole, including hardware (disks, memories, network wiring, power sources, etc.) as well as Operating Systems (OS X and Windows) and their peripherals;
- support the installation of software packages on clients, including browsers, anti-virus, Microsoft

- Office and related upgrades;
- create accounts for newcomers. Support users with ICGEB's computers as well as providing guidelines for those with "Bring-Your-Own-Device" ones;
- maintain a ticketing system compliant with the ITILv3 procedures;
- contribute to maintains an up-to-date inventory of software and hardware;
- perform other duties as required within the IT Unit.

QUALIFICATIONS AND EXPERIENCE:

Secondary education (high-school diploma or equivalent).

- At least one-two years of progressively responsible experience in IT Support.
- Good knowledge of Macintosh and OSX, from 10.14 Mojave to 10.6 Snow Leopard, including OS X networking, operating system, time-machine and Safari.
- Good knowledge of PC with Windows 10 or Windows 7.
- Fair experience in maintaining MACs and PCs, including OS upgrades and patching, installation of applications, IP network, switches.
- Previous experience with file and printers sharing tools such as Windows share, Samba and CUPS.
- Previous experience with cloud technologies such as Office 365 or Google G-Suite would be an asset.
- Certification on ITILv3 would be an asset.
- Previous relevant experience in international organizations would be an asset.

LANGUAGES:

Fluency in English (both oral and written) is required. Knowledge of Italian is desirable.

APPLICATION DEADLINE: 15 April 2023

HOW TO APPLY:

Applicants must complete an on-line application by creating an account on the ICGEB Service Gateway accessible [HERE](#) by clicking "Sign Up". Applicants already in possess of an ISG account should click "Login" and select "Work with us - Apply for a job position".

If you experience problems in registering or logging in to your ISG account, please contact support@icgeb.org.

ICGEB is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of their race, gender, disability, religion/belief, sexual orientation or age. Candidates are assessed against the criteria listed in the vacancy notice, and evaluation is competency-based interview and may include tests.