OFFICE CIRCULAR

PRINCIPAL ASSISTANT (GRADE B5), USER SERVICES DIVISION, DIRECTORATE FOR COMPUTERS AND COMMUNICATIONS

Closing date for applications: 20 March 1995

The OECD is an equal opportunity employer and encourages applications from female candidates

Duties

Under the general supervision of the Head of the Network Computing Unit, the post-holder will be required to:

1. Assist the Head of Unit in the management of network computing facilities and, as required, in the determination and resolution of network-related problems. Participate in the evaluation of desktop equipment, software products and related network interfaces.
2. Assist the Head of Unit in the analysis of network computing requirements. Develop and maintain standards and operating procedures related to network computing, ensuring that new application developments comply with such guidelines.

3. Liaise closely with the Help Desk regarding the reporting and resolution of user problems concerning network computing. Provide technical assistance and training to Help Desk personnel. Provide training to users in special technical subjects as required.

4. Liaise with other specialist areas in DCC concerning development of new network computing techniques and facilities.

5. Participate in other related duties, as required.

Principal qualifications

1. Good general level of secondary, and preferably post-secondary education.

2. Extensive knowledge of desktop and network computing and related operating systems and applications software.

3. Ability to work with minimal supervision, and to plan and organise work schedules. Ability to be flexible, with good judgment and tact, and respect for standard operational procedures, even whilst working under pressure.

4. Good interpersonal skills and the ability to draft reports and recommendations. Demonstrated ability to communicate on technical matters with users and to write clear documentation.

5. Ability to liaise efficiently with users, to understand their specific needs and problems, and translate them into appropriate solutions.

6. Very good knowledge of one of the two official languages of the Organisation (English and French); working knowledge of the other.

N.B. The post may be filled at the level immediately below if the qualifications and professional experience of the selected applicant correspond to that level; in this case, the duties and responsibilities assigned to the post will be adjusted accordingly.