ASSISTANT II (GRADE B3), USER SERVICES DIVISION, DIRECTORATE FOR COMPUTERS AND COMMUNICATIONS

Closing date for applications: 13 April 1994

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

Duties

The post is located in the Help Desk, which is part of the User Support Unit. The objectives of the work are set in agreement with, and carried out, under the supervision of the Administrator responsible for that unit.

1. Provide first level support for office computing including All-in-1, word-processing software, and standard microcomputer and network application software.
2. Using the Help Desk’s problem database, maintain a log of outstanding problems, check at regular intervals the status of corrective action, identify and report critical or repetitive problems. Maintain statistics and produce summary reports for management as required.

3. Using desktop publishing technologies, design and produce presentation material, including overhead transparencies and computer-based slide shows, for presentations to OECD senior management, Delegations, and other committees or groups.

4. Liaise with co-ordinators in user Directorates concerning information regarding the availability of the various computing and communications systems used by their Directorate.

5. Carry out other related duties, including training, as required.

Principal qualifications

1. Good general secondary education.

2. Good general knowledge of office automation facilities as used in the OECD and, in particular, a sound knowledge of All-in-1 and WPS-PLUS. Knowledge of desktop publishing software and of Wordperfect would be an advantage.

3. Experience in the use of microcomputers and related application software, including networking aspects and graphical user interfaces.

4. Ability to work in a team environment and for prolonged periods under high pressure. Ability to carry out work on the basis of general instructions, and to communicate well with users.

5. Very good knowledge of both official languages of the Organisation (English and French).