1. INTRODUCTION
The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 183 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a range of Conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations.

2. SHORT DESCRIPTION OF THE VACANT POSITION
The Information Systems and Telecommunications Service (ISTS) is looking to recruit an official as a Helpdesk and Support Agent.

- Provide user support and customer service on the WCO computer applications and platforms.
- Troubleshoot problems and advise on the appropriate action

3. MAIN ACCOUNTABILITIES
Under the supervision of the Head of ISTS, the Helpdesk and Support Agent will focus on the following key activities:

- Daily IT support to WCO employees via chat, email, or phone
- First line support for all IT enquiries
• Follow-up on incidents and requests using the in-house ticketing service.
• Organizes WCO staff and partners notification about IT incidents, changes etc.
• Organizes and maintains laptops and phones for WCO.
• Maintenance of WCO IP phone system.
• Manages WCO IT assets when assets are added, removed, re/assigned, destroyed
• Maintenance of WCO workstations/laptops - updates for workstation operating systems, updates for workstation software, installation of additional software
• Routinely performs some tasks from systems and network administrator’s domain in order to be prepared for the replacement if required.
• Creates user manuals for support processes
• Creates, manages and updates the user guide
• Follow up on software updates and inform level 2 if required
• Reviews the software catalogue periodically and suggest amendments
• Monitors user device reports for proactive remediation
• Escalates issues to sysadmin when required
• Coordinates with suppliers on matters of support for hardware and software when within scope of authority
• Reviews and feedback QA testing for new systems
• Comes up with workarounds for issues
• Provides IT technical support to the Conference Center Management Team

4. EDUCATION

• Degree in computer science or related field
• Appropriate accreditation/training in IT security principles, ITIL, Microsoft Certification

5. ESSENTIAL QUALIFICATIONS AND EXPERIENCE

• Minimum 3 years’ experience in IT support in a corporate/international environment
• Strong Computer Skills and the Ability to Troubleshoot and Diagnose Problems
• Familiarity with both PC Hardware and Software
• Experience with Network Repairs and Analysis
• Ability to Communicate Effectively in French and English to help customers fix their issues and feel satisfied with the experience
6. ADDITIONAL DESIRABLE BUT NON ESSENTIAL QUALIFICATIONS

- ITSM foundation
- Knowledge and expertise with:
  - Microsoft office 365
  - Microsoft teams
  - Microsoft SharePoint
  - Anti-virus systems
  - VMWare virtual desktop (basic components)

7. LANGUAGES

- Fluency in English and French.

8. COMPETENCIES

- Writing and Editing Skills to support with writing and updating manuals;
- Customer service orientation
- Learning skills
- Stress tolerance

9. CONTRACT AND CONDITIONS

- Staff member under WCO contract of 3 years (with possibility of renewal);
- Probationary period: 6 months;
- Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
- 30 days of annual paid leave;
- Salary based on Coordinated Organizations scale, B3, step 1 (remuneration exempted from income tax in Belgium); and
- Compulsory WCO health insurance deducted from the salary (around 65 EUR/month).

This position is subject to the Manual for Permanent officials.
10. APPLICATION AND RECRUITMENT PROCESS

The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their CVs and/or in their cover letters as well as include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in the application.

Interested candidates should submit their application for review no later than 28/06/2021, including a CV and cover letter in English or French by e-mail to:

WCOISTSVacancy@wcoomd.org

Or by mail to:

World Customs Organization
ISTS
Rue du Marché, 30
B-1210 Brussels
Belgium

Interested candidates may submit a request for additional information via e-mail, providing full name and contact details.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to criteria of the position and the WCO applicable rules.

11. ADDITIONAL INFORMATION

The WCO values commitment to the principles of integrity, transparency and accountability as well as values diversity among its staff members. Applications from qualified women and men will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. Please note that the WCO Headquarters is a non-smoking environment.