



**World Customs Organization  
Organisation mondiale des douanes**

<b>Division of Administration and Personnel</b>
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<b>IT Help Desk Officer</b>
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## **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 186 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 wide 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, as well as fostering international cooperation among them.

## **2. SHORT DESCRIPTION OF THE VACANT POSITION**

The organization is seeking to recruit an official as an IT Help Desk Officer responsible for the Level 1 technical support for a 300-employee organization. The role involves delivering timely and effective assistance to end-users experiencing hardware, software, or network-related issues, ensuring smooth IT operations by troubleshooting problems, resolving tickets, and guiding users through solutions with a customer-focused service approach.

As the sole Helpdesk Officer and primary point of contact for IT support, The Help Desk Officer plays a critical role in minimizing downtime and enhancing productivity. The Help Desk Officer will collaborate closely with the broader IT team to escalate complex issues and contribute to the continuous improvement of IT services.

Reporting to the Head of Information Systems and Telecommunications Service (ISTS), the Help Desk Office will work within a dynamic team of experienced IT professionals. Our vision is to be a trusted and proactive strategic partner, empowering the organization to achieve its mission and goals through innovative, secure, and reliable technology solutions.

### **3. MAIN ACCOUNTABILITIES**

Under the supervision of the Head of ISTS, the position holder will focus on the following key activities:

#### **1. Help Desk & Support**

- a. Provide first-line IT support to WCO employees, troubleshooting and resolving hardware, software and network-related issues.
- b. Log, track, and escalate support tickets using the Help Desk ticketing system (Manage Engine)
- c. Set up, configure, and maintain workstations, laptops, printers, and peripherals.
- d. Manages WCO IT assets inventory, ensuring all IT equipment is accounted for, properly assigned, and maintained, including hardware like laptops, phones, and peripherals
- e. Handle the addition, removal, re/assignment, disposal of IT assets in accordance with company policies.
- f. Maintain user access rights and permissions, ensuring compliance with security policies.
- g. Assist with ad-hoc IT projects and activities when required.
- h. Monitor system performance, identifying potential issues before they impact users.
- i. Support mobile device management (MDM) for company-issued phones
- j. Apply data packages for mission phones, ensuring employees have the necessary mobile data access for work-related tasks.
- k. Work closely with the IT Service Officer and broader IT team .
- l. Provide recommendations for service process enhancement and contribute to the continuous improvement of IT services.
- m. Document solutions and create a knowledge base for future reference.
- n. Creates user manuals for support processes and procedures
- o. Support the IT Service Officer in managing with the Service Catalog and SLAs
- p. Escalate complex issues to Level 2/3 support
- q. Reviews and feedback QA testing for new systems, providing feedback for improvements
- r. Adhere to IT policies and security best practices

#### **2. Communication & User Engagement**

- a. Act as a backup of the IT Service Officer for all communication-related activities
- b. Provide IT trainings to end-users, including Lunch sessions
- c. Propose enhancements or innovative approaches to improve communication with staff members and develop a user-friendly IT environment.
- d. Gather feedback from users to identify recurring IT issues and recommend long-term solutions.
- e. Assist in onboarding by setting up accounts, device, IT briefing.
- f. Handle offboarding procedures, ensuring the secure removal of access to systems, retrieval of IT assets, and proper data management for departing employees.

#### **4. EDUCATION**

Degree in computer science or related field

#### **5. EXPERIENCE AND ESSENTIAL QUALIFICATIONS**

- 1+ years of experience in IT support, help desk, or a related technical role.
- Knowledge of Windows, Microsoft 365, Active Directory, and basic networking.
- Excellent organizational and problem-solving skills with a structured approach to troubleshooting;
- Strong communication and interpersonal skills, with the ability to engage and support users effectively;
- Ability to work autonomously while also collaborating with cross-functional teams;
- Ability to work collaboratively within a multi-cultural environment;
- Eager to learn new skills and from other IT colleagues;
- A customer-focused mindset, demonstrating a proactive approach to service improvement.

#### **6. ADDITIONAL DESIRABLE BUT NON-ESSENTIAL QUALIFICATIONS**

- Demonstrated knowledge and practical experience with ITIL processes;
- ITIL Foundation certification (or higher) is preferred.
- Additional certifications in IT service management, project management, or cybersecurity are considered an asset.

#### **7. LANGUAGES**

- Fluency in English and French (both written and spoken) is required, to handle communications in both of the WCO's official languages.

#### **8. CONTRACT AND CONDITIONS**

- Staff member under Graded official WCO contract of 3 years (with possibility of renewal);
- Probationary period: six (6) months;
- Full-time employment (thirty-seven (37) hours and forty (40) minutes weekly) at WCO Headquarters in Brussels, Belgium;
- Thirty (30) days of annual paid leave;
- Salary based on Coordinated Organizations scale, starting salary, grade B3, step 1; amount of 3,898.02 EUR/month (remuneration exempted from income tax in Belgium); and
- The basic salary can be augmented by allowances based on the staff member's eligibility, and it is subject to the mandatory withholding of terminal allowance (for retirement planning) and medical and life & disability insurance contributions.

*This position is subject to the WCO Staff Manual (for permanent staff). If a candidate is related to current WCO staff members (spouse, father, mother, son, daughter, brother or sister), they are required to specifically indicate this in the application.*

## **9. APPLICATION AND RECRUITMENT PROCESS**

The onus is on the applicant to demonstrate how they meet each of the essential qualifications and requirements. Applicants are encouraged to describe tangible achievements in their CVs and/or in their motivation letters, as well as to 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 their application.

Interested candidates should submit their application for review no later than **6th May 2025 at midnight Central European Time**, including a CV and motivation letter in English or French. This application should be sent by email to:

[wcoistsvacancy@wcoomd.org](mailto:wcoistsvacancy@wcoomd.org)

The subject line of the email sent by each candidate should clearly indicate the job vacancy for which they are applying.

Interested candidates may submit a request for additional information via email, providing their full name and contact details.

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

## **10. ADDITIONAL INFORMATION**

The WCO is committed to the principles of integrity, transparency and accountability, as well as to promoting diversity among its staff members. Accordingly, applications from qualified candidates, irrespective of gender, 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. The age limit for employment at the WCO is 65. Please note that the WCO Headquarters building is a non-smoking environment.

Any personal data collected and processed as part of the recruitment procedure will be in accordance with the WCO's Personal Data Protection Policy (available on the WCO website: <https://www.wcoomd.org/en/about-us/legal-instruments/policies.aspx>). Any questions or complaints in this regard may be addressed to the WCO's Data Protection Officer ([dpo@wcoomd.org](mailto:dpo@wcoomd.org)).