



World Customs Organization
Organisation mondiale des douanes

Division of Administration and Personnel

IT Service Officer

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 looking to recruit an official as an IT Service Officer who is responsible for overseeing IT service delivery, ensuring alignment with, and driving the adoption and implementation of ITIL best practices. This role involves managing service levels, supporting the Help Desk as well as the IT budgeting and procurement processes, and facilitating communication between the IT department and end-users. The IT Service Officer will play a key role in driving continuous service improvement, ensuring the delivery of high-quality IT support and engagement across the organization.

The IT Service Officer reports to the Head of Information Systems and Telecommunications Service (ISTS). They will have the opportunity to work with a very dynamic team of experienced IT professionals. Our vision is to be a trusted and proactive strategic partner, enabling 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. Service Delivery & ITIL Implementation

- a. Assist in defining and implementing IT Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) aligned with organizational requirements.
- b. Contribute to the development, maintenance, and continual enhancement of the IT Service Catalog, ensuring services meet the evolving needs of the organization.
- c. Support the IT System Administrator in the implementation of ITIL processes, encompassing Incident Management, Problem Management, Change Management, Asset Management, Knowledge Management and Service Request Management.
- d. Conduct regular reviews and optimizations of IT service processes, ensuring improvements in service efficiency, quality, and user satisfaction.
- e. Assist ISTS with the IT budgeting and procurement processes.
- f. Undertake additional IT-related tasks and activities as necessary.
- g. Monitor licensing consumptions and needs, as well as their renewals.

2. Help Desk & Support

- a. Ensure Help Desk operations are in line with the defined SLAs for a prompt resolution of IT incidents and service requests.
- b. Monitor and evaluate Help Desk performance metrics, identifying areas for improvement and implementing corrective actions as required.
- c. Perform regular inventory checks and audits to maintain an accurate and up-to-date IT assets database.
- d. Provide backup support for the Help Desk Officer in cases of absence or needs, ensuring uninterrupted IT support.

3. Communication & User Engagement

- a. Propose enhancements or innovative approaches to improve communication with staff members.
- b. Develop and maintain IT documentation, including user guides and IT service procedures.
- c. Conduct training sessions to enhance staff proficiency in IT systems and tools.

4. Continuous Service Improvement & Reporting

- a. Continuously assess IT service performance, identifying areas for enhancement and proposing actionable improvements.
- b. Prepare and present regular Help Desk performance reports to the Head of ISTS, summarizing key achievements, challenges, and recommendations for future improvements.

4. EDUCATION

www.wcoomd.org

- Bachelor's degree in information technology, Computer Science, or a related field, or an equivalent combination of education, skills and experience.
- ITIL Foundation certification (or higher) is preferred.
- Additional certifications in IT service management, project management, or cybersecurity are considered an asset.

5. EXPERIENCE AND ESSENTIAL QUALIFICATIONS

- Minimum of three (3) years of experience in IT service management, IT coordination or a similar role;
- Proven experience in IT service management, IT coordination, or a similar role;
- Demonstrated knowledge and practical experience with ITIL processes;
- 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;
- A customer-focused mindset, demonstrating a proactive approach to service improvement.

6. ADDITIONAL DESIRABLE BUT NON-ESSENTIAL QUALIFICATIONS

- IT System Administrator expertise
- Familiarity with IT budgeting, contract management, and procurement processes.

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 B4, step 1; amount of 4,388.92 EUR/month (remuneration exempted from income tax in Belgium); and
- Compulsory WCO health insurance deducted from the salary (approximately 72 EUR/month).

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 **27 April 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

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).