The Secretariat of the ACP Group has the vacant post of Information, Communications and Technology (ICT) Assistant (Grade P1) at the Secretariat.

Below you will find:

- The job description of the post.
- The Conditions of service and employment for the post.
- C.V. format with instructions.

Applications for this post should be sent to: ACP Secretariat, 451 Avenue Georges Henri, 1200 Brussels - Belgium, or e-mail to: hr@acp.int and must reach the Secretariat not later than 30 March 2018.

Applications must be accompanied by updated curriculum vitae completed in the format provided, copies of degrees, diplomas, certificates and any other document testifying to the competence and professional experience of the candidates.

Candidates for the posts must be nationals of Member States of the ACP Group and must therefore attach a copy of their valid passport for proof of nationality.

It is to be noted that only short-listed candidates will be contacted.

### JOB DESCRIPTION

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<th>Post Information</th>
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<tr>
<td><strong>Post Title</strong>: Information, Communications and Technology (ICT) Assistant</td>
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<td><strong>Organizational Unit</strong>: ICT Unit, Administration, Finance and Human Resource Department</td>
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<td><strong>Supervisor/ Grade</strong>: P4</td>
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<td><strong>Current Grade</strong>: P1</td>
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**I. Organizational Context**

Under the guidance and supervision of the ICT Expert, the ICT Assistant is responsible for database development, management and maintenance of the integration of ACP partners and all departmental data into the ACP Secretariat data dissemination system. He/she assists in ensuring the smooth running of the organization’s ICT functionalities. In this regard, he/she analyses, tests and implements ICT systems, hardware and software.

The ICT Assistant supports the ICT Expert in undertaking windows network and domain administration. He/she also provides user training on standard software applications, installs computer hardware and software equipment upgrades operating systems and software, and performs Help Desk functions, providing daily ICT assistance and technical support to ACP Secretariat staff.

The ICT Assistant is required to follow ACP Secretariat standards for desktop, networks, security and to update ACP Secretariat staff members’ computing technology facilities including desktop, laptop, and Operating Systems. He/she works closely with and acts as a focal point for the resolution of issues raised by ACP Secretariat staff members and stakeholders in relation to access to the ACP Secretariat’s ICT network.
II. Functions / Key Results Expected

Summary of Key Functions:

- Assists in database development, management and maintenance.
- Undertakes Windows network and domain administration.
- Performs Help Desk functions.
- Train staff on Hardware and Operating Systems, programs, software and applications in their normal use, operation and handling.
- Manages Hardware & Software specification, implementation and operation; Wireless network equipment, Servers, Network switches and hubs, Desktops & laptops and Peripheral components (functionality of installations, configuration and troubleshooting).
- Assists in creating multimedia material for the Secretariat's website.

III. Impact of Results

The key results have an impact on increased ICT knowledge and skills of staff, improvement in office management, knowledge sharing, and information provision and improvement in real-time ICT availability, adding value to time and material management, which ultimately impacts on the overall efficiency of the ACP Secretariat.

IV. Competencies

Corporate Competencies:

- Places the good of the Organization above personal, national or other interest.
- Demonstrates and promotes the highest standard of integrity, impartiality, fairness and incorruptibility in all matters affecting his/her work and status.
- Accepts responsibility and accountability for the quality of the outcome of his/her decisions.
- Creates, supports, and promotes an enabling environment for organizational knowledge sharing and learning including the use of technology.

Functional Competencies:

- Understands advanced aspects of information technology, as well as the fundamental concepts of related disciplines.
- Continues to seek new and improved methods and systems for accomplishing the work of the unit.
- Keeps abreast of new developments in the area of information technology and seeks to professional self-development.
- Demonstrates good knowledge of information technology and applies it in work assignments.

Behavioural Competencies:

- Demonstrates strength of character and ability to stay calm and show maturity in stressful situations.
- Establishes, builds and sustains effective relationships within the work unit and with internal and external clients.
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<th>V. Recruitment Qualifications</th>
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<td><strong>Education:</strong></td>
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<td><strong>Experience:</strong></td>
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<td><strong>Language Requirements:</strong></td>
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**APPOINTING AUTHORITY**

Staff members of the Professional and General Services categories are appointed by the Secretary-General on the recommendation of the Recruitment Advisory Committee chaired by the Assistant Secretary-General, Head of the Department of Administration, Finance and Human Resources.

**CONDITIONS OF SERVICE FOR THE AFOREMENTIONED POST**

In the framework of their functions, members of staff are governed by the Staff Regulations of the Secretariat and by any other decision that may be adopted by the competent ACP authorities regarding employment.

**REMUNERATION:**

Depending on professional background, experience and family situation, the ACP Secretariat offers a competitive remuneration and benefits package.

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**Link to the CV template:**

In English: https://europass.cedefop.europa.eu/editors/en/cv/compose

In French: https://europass.cedefop.europa.eu/editors/fr/cv/compose