



2 SERVICE DESK TECHNICIANS

DATOS DE LA EMPRESA:

Nombre Empresa: United Nations International Computing Centre
Dirección: A/ Comarcas del País Valenciano 2. 46930 Quart de Poblet (Valencia)
E-Mail: hr@unicc.org
Web Site: <https://www.unicc.org/working-with-icc/cybersecurity-operations-administrator/>
Actividad de la empresa: Computing.
Breve descripción de la empresa: Centro de computación internacional de la ONU.

DATOS DEL PUESTO:

Ocupación: Service Desk Technician
nº puestos: 2
Descripción completa del puesto:

Purpose of the position: Act as contact center agent in the provision of day-to-day support to UNICC's partners and customers as per SDA and/or agreed procedure.

Objectives of the programme: The objective of the centre is to provide trusted ICT services and digital business solutions to its clients and partner organizations.

Main duties and responsibilities: The incumbent will work under the direct supervision and guidance of the Service Desk Supervisor, within the Service Desk Unit (OPCS) and in close collaboration with the UNJSPF Contact Centre team. The incumbent could be requested to do any other tasks of similar level in related fields. Within the delegated authority, the Service Desk Technician will be responsible for the following:

- Perform Service Desk/Contact Centre activities as defined in the applicable Service Level Agreements and related Operating Level Agreements. This includes:
 - o Log, classify and prioritize service calls and system events as per established Standard Operating Procedures.
 - o Prioritize and analyze user issues according to established Standard Operating Procedures.
 - o Manage efficiently escalation and resolution of service calls by investigating assigned work orders and/or tasks in line with agreed processes and procedures.
 - o Attempt on-the-spot resolution by providing quick over-the-phone responses to routine queries and issues in scope of the service provided.
 - o Assign and escalate operational issues in a timely manner as per defined process, in order to avoid breaches to agreed service levels.
- Ensure seamless hand-over of work across shifts and time zones.
- Contribute to knowledge sharing to other members of staff and updating the Knowledge Base.
- Provide support on a 24/5 or 24/7 shift basis.
- Perform other duties as required.

Eligibility: This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.

REQUISITOS:

Competencias, experiencia, formación e idiomas:

Experience and Skills required:

Essential:

- At least four (4) years of experience in the IT or CRM sector, including proven experience within an ICT Service Desk/Call Centre or other customer-facing support role in a global or culturally diverse environment. A completed university degree from an accredited institution will be counted towards minimum work experience requirements
- Broad technical background and knowledge of ICT services
- Good working knowledge of CRM or any call logging/ticketing software
- Ability to effectively manage multiple streams of investigation
- Logical and analytical approach to solving problems
- Demonstrated experience in working with Microsoft office tools

Desirable:

- Willingness to perform tasks outside of one's comfort zone
- Experience working in an Automated Call Distribution environment
- Knowledge of Front end/Back end Technologies
- Experience working in an ITIL/ISO20000 environment
- Knowledge at providing Tier 1 support to users in any of the following technical areas:

- Business applications
- Enterprise systems
- Mail systems

Education:

Essential:

- Graduation from secondary school supplemented by specialised training in IT and/or Customer Service

Desirable:

- Customer Service Certifications
- ITIL foundation certificate
- HDI Support Centre Analyst certification

Languages:

- English: Expert knowledge is required
- Spanish: Intermediate knowledge is desirable
- French: Intermediate knowledge is desirable

CONDICIONES DEL PUESTO:

Salario: 38.398 € netos.

Localidad del puesto: Quart de Poblet (Valencia)

Tipo de contrato: Temporal 12 meses

Tiempo complete/parcial: Tiempo completo

Horas por semana: 37,5

UNICC also offers generous leave and absence allowances, flexible working hours, overtime compensation, teleworking, access to training, and depending on eligibility other benefits such as relocation grant, dependency allowance, language allowance, or education grant.

MODO DE SOLICITUD: Fill out company form at:

<https://www.unicc.org/working-with-icc/service-desk-technician-6/>

FECHA LIMITE DE SOLICITUD: 28 ABRIL 2024