

Terms of Reference

SENIOR INFORMATION TECHNOLOGY & COMMUNICATION ASSISTANT TO THE OPERATIONS EXPERT

Background:

ODIHR is the leading agency in Europe in the field of election observation. It co-ordinates and organizes the deployment of several observation missions with thousands of observers every year to assess the compliance of elections in OSCE participating States in line with OSCE commitments, other international standards for democratic elections and national legislation. Its unique methodology provides an in-depth insight into all elements of an electoral process, and permits to make concrete recommendations to further improve electoral processes. Further details of the organization can be found at www.osce.org/odihr.

The Information & Communication Technology Assistant assists the Operations Expert and the Statistical Analyst in installing and maintaining the mission Information and Communication Technology (ICT) infrastructure. S/he reports directly to the Operations Expert.

Main Tasks and Responsibilities:

- Assists the Operations Expert in performing his/her IT responsibilities;
- Installs local area network(s) and land line telephone system (switchboard and extension phones) for the mission office and statistics unit;
- Installs and maintains network printers, copy machines, scanners and fax machines;
- Installs TV Sets, VCRs and/or DVD recorders, TV antennas and/or satellite/cable for TV signal for the media monitoring unit of the mission (if applicable);
- Installs GSM SIM cards in the mobile telephones to be used by the mission personnel;
- Maintains the computer server of the mission, and e-mail server if applicable;
- Installs, updates and maintains all the security software on the mission network, including firewalls, anti-virus, anti-spam, anti-spyware, etc.;
- Installs and maintains all the necessary legally licensed software and all the necessary hardware on the mission computers under supervision of the Operations Expert;
- Performs regularly backup of shared drives under the supervision of Operations Expert;
- Informs the Operations Expert on local conditions regarding telephone land lines, internet connection possibilities (DSL, Wireless, Cable, Broadband, Satellite connections) and local GSM systems;
- Assists all mission members as help-desk for the hardware, operating system and various software usage;
- Prepares all equipment to be used for presentations to be done by the mission personnel during the mission meetings/briefings/trainings;
- Assists in the handover of all the OSCE/ODIHR travelling IT equipment to the core staff members, long and short-term observers, and all other persons/delegations/organizations for which the mission provides support. This will include: laptop computers, printers, scanners, faxes, mobile phones, satellite phones, etc;
- Identifies possible ICT equipment providers in the country and provide all the useful information on market analysis and local conditions;
- At the end of the mission, provides all contacts gathered during the mission; and
- At the closing of the mission, supports Operations Expert in packing the mission IT equipment.

Requirements:

- Completed secondary education. Degree in information technology and communication, computer sciences or related field is an asset;
- Six years of relevant IT & Communication experience at the national or international level. Experience with international organizations is an asset;
- Excellent computer hardware and software skills and knowledge of local ICT service providers market;
- Knowledge of modern ICT equipment (including computers, printers, networks, mobile and satellite phones) and software;
- Excellent written and oral communication skills in English and local languages are essential;

- Flexibility and problem solving client-oriented attitude;
- Ability to work long or irregular hours and under pressure; and
- Demonstrated ability to work with people of different cultural and religious backgrounds, different gender and diverse political views, while maintaining impartiality and objectivity.

Deliverables:

- Computer network and server installation and maintenance;
- Installation and maintenance of communication systems
- List of possible suppliers and useful contacts; and
- Research about local ICT service providers market conditions.