

Vacancy

Job Title: IT Assistant
Location: Brussels, Belgium
Duration: 6 months / Part-time 32hrs/week
Starting date: ASAP
Line manager: IT Administrator
Technical Referent (if applicable): IT Administrator

Protection International (PI) is an international not-for-profit organisation registered in Belgium with regional offices in Africa and Mesoamerica, and presences in Thailand, Indonesia, Kenya, DR Congo, Colombia, Guatemala, Honduras and Belgium. PI stands for the right to defend rights and for freedom from attacks to those who defend them. PI tailors its approach to each context and profile of defenders we support.

General Objective of the position

The IT Assistant at Protection International Head Office in Brussels is responsible for assisting in management, procurement, maintenance and upgrade of IT Assets, and the overall IT environment in Brussels, and in the field offices both remotely, locally, and during field visits. The IT Assistant should support the IT Officer, and IT Administrator in devising, planning, and testing endpoint configurations in close collaboration with the IT Officer. He/she is also responsible to proactively communicate, and explain IT services to all staff to guarantee adaptation, and secure usage. He/she is also responsible to provide guidance to IT consultants in the field, as well as coordinate, and communicate with external IT providers.

Duties & Responsibilities

- Remote, and local IT support of Windows/Linux clients, and smartphones with guidance by the IT Officer.
- Assistance in administration and support of IT systems, servers and user management
- Communication, and coordination with external IT providers in close cooperation with the IT team
- Provide remote support, and guidance to local IT consultants in close cooperation with the IT Team

Job Requirements

Education

- Required relevant university degree in IT (or equivalence in experience)
- Preferred relevant professional training courses (Human Rights Defenders, humanitarian and development sector, management, etc)

Experience

- Required minimum 2 years of Experience in IT
- Preferred proven experience in IT support of systems and users

Skills & Knowledge

- Highly organised/time management, and capable to function in a remotely dispersed IT Team
- At least 2 years of prior experience as IT system administrator (Windows/Linux Client, LibreOffice, MS Office).
- Experience, interest, and commitment to migrate more of our IT services towards open

standards, and open source solutions

- Enthusiastic, self-starter who is able to work autonomously, under pressure, in a global, and decentralized environment, and think outside the box
- Capacity to communicate clearly and effectively complex (technical) topics to an expert, and non-expert audience
- Experience, interest, and strong commitment to provide remote support and proactively engage, and support staff worldwide to resolve IT problems
- Knowledge of digital security and ability to provide advice and implement digital security practices

Languages

- Required fluently spoken and written English
- Preferred good knowledge of either Spanish or French, or both

Other requirements

EU citizen or currently holder of a work permit to work in Belgium.

Application process

If you meet the above skills requirements and are interested in applying for this position, please:

- Send your CV and cover letter, in English, **by 15th September 2021** to recruitment@protectioninternational.org, mentioning IT Assistant in the subject line.
- Include your name in the file name of your application documents, e.g. Maria_Smith_CV.doc.
- Submit names and contact details of three references together with your application. Do not attach any certificates or references at this stage of the recruitment process.

Applications will be reviewed on a rolling basis and the position will remain posted until a qualified candidate is selected. **Only short-listed candidates will be contacted.**

Further information about Protection International is available on

www.protectioninternational.org. Protection International is an equal opportunity employer.

The organization shall not discriminate and will take affirmative action measures to ensure against discrimination in advertisements for employment, recruitment and other conditions of employment, preventing discrimination against any job applicant or employee on the bases of race, color, gender, national origin, age, religion, creed, disability, sexual orientation, gender identity or gender expression.

Adhering to Protection International means to comply with our Code of Conduct & Ethics, Anti-Corruption Policy, Security Policy, Policy for Protection from Harassment, Abuse, Exploitation & Discrimination.

Within Protection International female applications are very encouraged

Candidates' applications whose profile do not match this vacancy's criteria but matching criteria for other current or future vacancies will be kept in PI CV database and redirect accordingly.