

Job Description

November 2017

Position:	IT Trainee
Reports to:	Administrative Assistant
Supervision of:	None
Budget responsibility:	None
Duty Station:	Geneva
Travel:	None
Duration and contract type:	Six months to one year, subject to funding

ACAPS Purpose

ACAPS is dedicated to improving analysis of humanitarian needs in complex emergencies and crises. We are independent of specific operational and sectoral agendas or interests, and therefore guarantee objective and evidence-based analysis.

Our team supports the humanitarian community by providing up-to-date information on more than 40 key crises around the globe. This enables crisis responders to better understand and thereby better address the needs of the affected population, and at the same time strengthening the assessment ecosystem.

Purpose of the position

To support ACAPS team for all IT related issues and ease the different IT processes.

Role and responsibilities

Specific activities:

1. Providing support to ACAPS team and being the focal point for all IT matters (both for software and hardware)
2. Following-up the ACAPS IT equipment, updating the assets' register and advising on maintenance to be done for IT equipment
3. Insuring the good on-boarding and off-boarding of staff regarding IT Issues by preparing the computers and insuring access to ACAPS systems
4. Proposing the purchase of equipment according to the needs and seeking the necessary quotes in line with NRC/ACAPS procurement policy
5. Insuring a good follow-up of the internet connection matters in ACAPS office
6. Supporting the communication unit on all IT matters
7. Being the focal point for the move of IT equipment when there are changes in work station
8. Perform other duties in the organisation as appropriate

Critical interfaces:

- Closely coordinates and collaborates with the ACAPS Administration Assistant and the ACAPS Head of Support
- Closely works with the Trainee Analysts regarding IT

Competencies

Professional Competencies:

- Relevant university degree or higher education in IT.
- At least one first experience in a related topic.
- Attention to detail.
- Good inter-personal skills, including capacity to support others, convey information effectively, as well as adjust actions in relation to others' actions.
- Fluent written and oral communication skills in English and French.

Behavioural Competencies:

- Communicating with impact and respect
- Working with people
- Flexible and creative
- Planning and delivering results - Structured and focused, proven ability to manage time effectively
- Adhering to Principles and Values

Performance Management

The trainee will be accountable for the responsibilities and the competencies. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Performance Review Template