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View Vacancy - Information Technology Support Officer (CVP24.104)

The British Government is an inclusive and diversity-friendly employer. We value difference, promote equality and challenge discrimination, enhancing our organisational capability. We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender identity, religion, sexual orientation, age, veteran status or other category protected by law. We promote family-friendly flexible working opportunities, where operational and security needs allow.

Job Category	Foreign, Commonwealth and Development Office (Operations and Corporate Services)
Job Subcategory	Information Technology Services
Job Description (Roles and Responsibilities)	<p>The British High Commission in Nicosia is part of a world-wide network representing British political, economic and consular interests overseas and is now looking to recruit an Information Technology Support Officer (ITSO).</p> <p>The successful applicant will be in charge of maintaining and supporting equipment and infrastructure of the official IT system and manage FCDO business applications, with the helpdesk support who is the first point of contact for all IT issues.</p> <p>This is a busy and interesting role in the High Commission, the successful applicant will be asked to lead a cultural change by embedding new technologies and practices, including Microsoft 365 and associated Apps.</p> <p>We are looking to fill with an individual who is a team player with an interest in and aptitude for information and communication technology and for someone who is willing to adapt to the requirements of the position, which may vary during your time at the High Commission.</p> <p>The successful candidate will report to the Corporate Services Manager (CSM) and will be part of the British High Commission Corporate Services Team. We are looking for a dynamic self-starter who is resourceful and works well under pressure.</p>

Roles and responsibilities:

IT Administration, User Support, Change and Security

- Lead and monitor the delivery of IT services against the High Commission's corporate services charter;
- Instil and monitor a customer-service approach to deliver IT services. Actively monitor and respond to customer feedback from all staff and stakeholders. Relentlessly pursue continuous improvement in service delivery and use of software;
- Promote Microsoft 365 and associated Apps to improve and simplify administrative tasks;
- Proactively maintain and support the Foreign, Commonwealth, and Development Office (FCDO) classified IT system according to guidance;
- Report incidents to the UK's central Helpdesk and escalate through the correct channels where necessary;
- Liaise with the Helpdesk to resolve IT issues and act as point of contact for technical visits;
- Use administration tools to manage user accounts, and be responsible for managing compliance with IT Security Procedures
- Manage media;
- Provide remote support to users working off site and equipment at remote sites, where appropriate.

Hardware

- Review, procure, install and maintain classified and non-classified hardware as required including supporting cabling, switches and hubs;
- Ensure changes to IT in the office follow the correct IT change procedures and protocols;

- Manage spares, and inventories including server spares;
- Carry out hardware replacements and return of faulty equipment according to guidance and under direction from technical support teams;
- Assist in the remote rebuild of desktops and laptops when required;
- Administer stand-alone machines and non-classified networks.

Telephony

- Perform 1st level diagnostics on user reported problems;
- Manage inventory and issuing of official telephones, including contract management with service provider and timely payment of bills;
- Where appropriate, capture information required by supplier and log incidents with the supplier service desk. Ensure that any faulty equipment is returned through the logistics process;
- Act as a point of contact for on-site technical visits required to resolve an incident, including availability of equipment and spares;
- Maintain site-level spares; ensure that the spares inventory held at site is always at the level detailed in the detailed site design document;
- Act as the central point of contact for all technical ID requests e.g. new user creation and equipment, upgrade hardware, deletion of users;

Corporate Technical Support

- Support and management of contracts for photocopiers, scanners, fax machines and other non-official peripherals;
- Support and management of video conferencing systems;
- Technical support to Events, including set up of televisions and displays;
- Responsible for stationery, printer cartridges and payment and paper provisions;
- Technical support during crisis and active participation in business continuity planning;
- Maintain IT and Telephony Inventories and records;
- Any other ad hoc tasks that may be needed.

Essential qualifications, skills and experience

- Excellent English language communication skills, both orally and written (minimum of C1 level for CEFR framework*);
- Excellent communication and organisational skills, with the ability to explain complex IT Issues in simple terms, to prioritise tasks and work to deadlines;
- A confident self-starter who projects a professional image and builds networks to help get the job done;
- Good knowledge of Microsoft excel and working knowledge of other Microsoft applications. Willing to undertake self learning of Microsoft apps and promote their use where appropriate;
- Ability to work independently and to take the initiative as well as being able to work well with others.

Desirable qualifications, skills and experience

- Greek and/or Turkish language communication skills, both orally and written.

Required behaviours

Making Effective Decisions, Managing a Quality Service, Delivering at Pace, Working Together

Application deadline

31 March 2024

Grade

Administrative Officer (AO)

Type of Position

Fixed Term, Full-time

Working hours per week

38

Duration of Post

12 months

Region

Europe, Eastern Europe & Central Asia

Country/Territory

Cyprus

Location (City)

Nicosia

Type of Post

British Deputy High Commission

Number of vacancies	1
Salary Currency	EUR
Salary	€1938.50
Start Date	1 May 2024
Other benefits and conditions of employment	The gross monthly salary for this position is € 1938.50. This is a 12 months fixed-term contract.

The confirmation of appointment is subject to professional background checks and security clearance procedures, as well as the successful completion of a 6 month probation period.

The successful candidate must be free of any convictions and undergo a UK security clearance process.

All applicants should include on their application, information on all nationalities held and current residence status in Cyprus.Staff recruited locally by the British High Commission in Nicosia are subject to the Terms and Conditions of Service according to local Republic of Cyprus employment law.

All applicants should have the right to live and work in Cyprus and be prepared to engage bicommunally, where necessary. The British High Commission does not sponsor work/ residency permits.

Visa/work permit requirements: candidates must currently hold the independent right to live and work in Cyprus and be prepared to ensure that right remains throughout the scope of the contract.

Additional information

*Please note for more information on the Common European Framework of Reference for Languages: Learning, Teaching, Assessment levels please click on the following link CEFR (<https://www.coe.int/en/web/common-european-framework-reference-languages/table-1-cefr-3.3-common-reference-levels-global-scale>). Please bear in mind in case you are invited for an interview your language skill is going to be assessed.

Please note that the deadline for applications is 23:55 on the day mentioned in the above field "Application deadline".

We advise you to allow enough time to complete and submit your full application, since only applications completed and submitted before the deadline will be considered.

Please be aware that the deadline for submitting applications is considered to be the time zone for the country where the vacancy has arisen.

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