

## JOB DESCRIPTION

POSITION: ICT ASSISTANT

DEPARTMENT: INFORMATION TECHNOLOGY AND DATA SERVICES

DIRECT SUPERVISOR: ICT SOLUTIONS PROJECT MANAGER

DIRECT SUBORDINATES: N/A

NAME OF STAFF HOLDING THE POSITION:

DATE OF ENTRY: AS SOON AS POSSIBLE

### MISSION OF THE POSITION:

The overall purpose of this role is to contribute to deliver the ICT services to ESMO within the ITDS department  
Deliver an excellent ICT Helpdesk support to staff within the organization on premises and during the ESMO's events.  
The role should also oversee the set-up of audio-video equipment in ESMO meeting rooms, give support during the meetings  
The person should be able to troubleshoot all AV/projection/conferencing equipment, devices, and systems issues as a first line of support.

### MAIN DUTIES AND RESPONSIBILITIES:

#### General Responsibilities:

- As a main duty he/she will act under the supervision of the ICT project manager as IT first line front end support.
- Provides user support for standard office automation products in use, e.g. MS Office: word-processing, spreadsheets, presentations; e-mail; desktop and notebook computers with Windows operating systems; Office365 and Microsoft accounts, Antivirus, multifunctional printers; web-browsers Internet Explorer, Firefox and Chrome and other communication applications (Skype for Business);
- Provides support in video-teleconferencing to all ESMO Employee (e.g. CISCO WebEx, Polycom, Microsoft LYNC/Skype for Business, phones, beamer).
- Assists staff personally, by phone or via remote access software, on technical and procedural computer problems related to the use of IT equipment and software;
- Identifies problems and implements solutions; investigates possible patches or searches in the documentations;
- Deploys and updates desktop and laptop computers' operating systems and software;
- Deploys and redeploys computer equipment for end users, while keeping logbook of issued equipment, carrying out necessary cabling and patching in wiring racks, keeping record of the relocation and movements of the equipment;
- Identification of need for and creation of Standard Operating Procedures (SOPs) for IT-related tasks;

#### Other:

- Other management or technology duties as required by the position.

## COMMUNICATIONS / CONTACTS (NAMES AND TYPES OF INTERACTION)

- ESMO Officers – ad hoc meetings, project and service governance and management;
- ESMO Staff – all departments, all levels, sharing information, obtain support and provide advice;
- External Suppliers – Ensure services are delivered in line with expectations and needs.

## EDUCATIONAL AND PROFESSIONAL EXPERIENCE

### Basic training and specialization:

- Professional experience in office management;
- Lack of education titles could be compensated by a robust professional experience.

### Required professional experience:

- Experience in IT support to end-user especially in structured help desk;
- At least 3 years of directly relevant professional experience;
- Experience or certification in Office365 is a welcome plus.

## SKILLS

### Technical and professional skills:

- Microsoft Office 365 and associated Microsoft cloud services
- Microsoft Active Directory (GPO, DFS, groups management...)
- Microsoft Windows server 2008 and 2012
- Microsoft Windows 7 and 10
- Wan/Lan management (VPN, Vlan's, DNS services, IP addressing, routing...) – Fortinet a +
- Proven record of delivering results and understanding of customer service principles;

### Language skills:

Advanced English - written and spoken  
Other European languages an advantage

### Personal, social and managerial skills

Social and interpersonal skills:	Initiative, Team-work, Meeting management, Stress management, Skilled at relating to different situations with great patience, Verbal communication, Cultural sensitivity, Commitment, Social sensitivity, Courtesy
Critical & analytical skills:	Problem solving, Synthesis, Analysis, Evaluation Reflection, Determination, Ability to spot problems, opportunities, threats, defines problems effectively, Logical, rational, Good writing skills, does not procrastinate, Action-oriented
Creative & innovative thinking skills:	Foresight, Mobility, Openness, Flexibility, Adaptability, Open-mindedness

## ADDITIONAL USEFUL SKILLS

Office365 expertise or certification  
Polycom and/or Extron audio-video equipment expertise