

CITS Support Assistant

Posting Title:	CITS Support Assistant
Contract Type	Individual Contractor
Grade/Level	G5
Department/Office:	International Seabed Authority – Office of Administrative Services
Duty Station:	Kingston
Reporting to:	CITS Assistant
Posting Period:	N/A
Benefits:	387,118.92 Jamaican Dollar per month.

Organizational Setting

This Individual Contractor is located in the Administrative Office of the International Seabed Authority (ISA). It is an organization-wide role to support the CITS unit with daily technical tasks. The International Seabed Authority (ISA) is an international organization established under the United Nations Convention on the Law of the Sea (UNCLOS) and the 1994 Agreement relating to implementing Part XI of UNCLOS. ISA administers and organizes activities in the Area, focusing on the management of resources.

The CITS Support Assistant provides technical and administrative support to the Organization, ensuring smooth operations of information management tools, CIT equipment, and the organization's technology infrastructure. The role promotes a client-oriented approach and requires collaboration with various teams, including Administration Services, Communications, and Data teams, to address CIT or technical issues.

Duties and Responsibilities:

Under the supervision of the Senior CITS Assistant, the assistant will undertake the following duties:

Stakeholder Engagement

- Provide CIT support for key events and hybrid meetings, ensuring seamless video/audio conferencing.
- Collaborate with external vendors, such as printer technicians and cable management teams, to facilitate operations.

2. Technical Support and Automation

- Perform routine hardware maintenance, including replacing components (e.g., disks, memory, network wiring, and power sources).
- Assist in the installation and upgrade of commercial and other software.

3. Network Administration

- Monitor server traffic, usage, and performance regularly.
 - Support cloud-based backup and restoration procedures.
 - Assist in virus detection, removal, and prevention, ensuring timely upgrades of patches and antivirus programs.
 - Respond to user queries regarding network access.
 - Troubleshoot and resolve network issues effectively.
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Outputs

In collaboration with the Senior CITS Assistant:

1. Deliver quality end-user and technical support services.
 2. Maintain and enhance the organization's server, network infrastructure, and other CIT equipment for optimal performance and reliability.
 3. Facilitate vendor and stakeholder engagements, documenting outcomes.
 4. Manage asset inventory, access controls, and ensure the efficient operation of printing systems.
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Evaluation Criteria

Academic Qualifications

- At least a first-level degree is required.

Experience

1. A minimum of two years of experience with demonstrated expertise in networking, end-user support, and server management.
2. Experience in SonicWall management and Microsoft 365 administration is desirable.

Languages

- English and French are the working languages of ISA. For this Individual Contractor, fluency in English (oral and written) is required. Knowledge of another official United Nations language is desirable.

Assessment

Evaluation of qualified candidates may include a desk review or assessment exercise followed by a technical interview.

Competencies

- Strong analytical and problem-solving skills.
- Ability to work under pressure and meet deadlines.
- Excellent communication and teamwork abilities.
- Client-oriented approach with a focus on delivering results.

Note: The duration of the Individual Contractor is three months, with the possibility of extension based on performance and organizational needs.