AFRICAN UNION

الاتحاد الأفريقي

UNION AFRICAINE

UNIÃO AFRICANA

AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS
COUR AFRICAINE DES DROITS DE L'HOMME ET DES PEUPLES

P.O Box 6274 Arusha, Tanzania, Tel: +255 732 979506/9; Fax: +255 732 979503
Web site: www.african-court.org   Email registrar@african-court.org
The Registry of the Court

ADVERTISEMENT OF VACANCY N° AFCHPR/2016/02
IT SUPPORT TECHNICIAN, GSA5 – SHORT TERM EMPLOYMENT
AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS
(Closing date: 19/03/2016)

The African Court on Human and Peoples Rights was established by virtue of Article 1 of the Protocol to the African Charter on Human and Peoples' Rights on the establishment of an African Court on Human and Peoples' Rights, adopted on 9 June 1998 and which came into force on 25 January 2004. It is the first continental judicial body charged with the responsibility of ensuring the protection of human and peoples' rights. The Court became operational in 2006 and its seat is in Arusha, in the United Republic of Tanzania.

The African Court on Human and Peoples' Rights invites applications from citizens of African Union Member States for the following position:

1. Post

- Job title: IT Support Technician
- Post level: GSA5
- Direct supervisor: IT Specialist
- Directorate: Registry of the Court
- Duty station: Arusha

2. Job purpose

Assist in implementation and maintenance of the Case Management Information and Documentation System (CMIDS), as well on the systems and network administration, end user support at both first and second line levels.

Main Duties and Responsibilities

Under the overall supervision of the Registrar, and under the direct supervision of the IT Specialist, the IT Support Technician will perform the following duties:

i) Maintain a high degree of customer service to both Judges and staff for all CMIDS support queries, take ownership of user problems and be pro-active when dealing with issues.

ii) Troubleshoot and assist users face-to-face, by phone, by email or by remote access.

iii) Carry out general maintenance & security of CMIDS peripheral devices (i.e. scanners, printers etc.), escalating issues to IT Specialist when necessary,

iv) Assist to handle IT related problems of the partners to the Court in consultation with his/her hierarchy.

v) Involve in IT projects and any other IT activities as required as they may be deemed necessary in support of the CMIDS.

vi) Perform any other duties as required.

3. Education Qualifications

Candidates must have a minimum of a Diploma in Computer Science. A higher qualification in the requested field will be an added advantage.

4. Work Experience

Candidates must have a minimum of five (5) years relevant professional experience in a similar position, preferably in an international organization.

5. Other relevant skills:

i) Previous experience in IT support role at both a 1st & 2nd line level.

ii) Good knowledge and understanding of Microsoft and Mac Systems such as Microsoft Operating Systems and Office 2010/2013 / OS X packages etc. as main agents of CMIDS access.

iii) Demonstrated expertise in Microsoft Windows XP, Vista, 7, 8 and 10 and Server Operating Systems.

iv) Possess network infrastructure knowledge (specifically Wi-Fi networks).

v) Experience of managing iOS devices in an enterprise environment, as these are some of the client devices staff use to access the CMIDS.

vi) Experience in Microsoft database (DB) as CMIDS runs on windows DB (or similar enterprise databases).

vii) Ability to schedule own workload prioritizing to meet the business needs.

viii) Capable of working on own initiative, with a proactive and organized approach

ix) Adapt to varying roles and be flexible in working style.

x) Configuration & Troubleshooting of Mobile Phones & Tablets as the main devices used to access CMIDS.

xi) Highly skilled in installing, repairing and troubleshooting Printers, Scanners and peripherals.

xii) Well-versed in installing software, applications, antivirus and patches.

xiii) Adept at repairing computer hardware including Windows-based PCs and Macintosh Apple platforms.

xiv) Expert user of Microsoft Office Applications (Word, Outlook, Lync, Excel, PowerPoint and Access).

xv) Extensive experience in backup and image management software.

xvi) Proficient in working with users remotely.

xvii) Good communication skills.

xviii) Demonstrate a support focused attitude.

xix) Excellent interpersonal and team skills.

xx) Having anti-virus & firewalls skills.

6. Language Requirement

An excellent command of at least one of the African Union (AU) working languages. Knowledge of one or several other AU working languages will be an added advantage.

7. Tenure of Appointment

Appointment to this post shall be based on a Short -Term contract which shall take effect from the date of assumption of duty and shall expire on 31 December 2016.

8. Gender Mainstreaming

The African Court on Human and Peoples' Rights provides equal opportunities for male and female applicants; qualified women are encouraged to apply.

9. Application

Applications must contain the following:

i) A letter stating reasons for seeking employment with the African Court on Human and Peoples' Rights;

ii) A detailed and updated CV, indicating your nationality, age and gender (comply with requirements for candidates wishing to apply for posts in African Court);
iii) Names and contact details (including email address) of three referees;
iv) Certified copies of diplomas.

10. Remuneration

The overall salary for this post shall be **US$ 3,979.03 (grade GSA5, step 5 International)** per month for internationally recruited staff, and **US$ 1,779.53 (grade GSA5, step 5 Local)** per month for locally recruited staff. This gross salary includes all allowances.

11. Address for submission of Applications

Applications should be submitted **not later than 19/03/2016** and should be sent to the postal address or email indicated below:

African Court on Human and Peoples' Rights
P.O. Box. 6274
Arusha, Tanzania
Tel : + 255 732 979506/9
Fax : + 255 732 979503
E-mail : humanresources@african-court.org

NB: Only candidates who meet the requirements for this position will be contacted.