

ICT Officer

Job title:	ICT Officer
Place of work	Basel, Switzerland
Employment rate:	80%
Start date:	As soon as possible
Contract type:	Open-ended

Basel Institute on Governance

The Basel Institute on Governance is an international and independent not-for-profit organisation working worldwide with the public and private sector to counter corruption and other financial crimes and to improve the quality of governance. As a Swiss foundation with headquarters in Basel and an international team of about 60 staff, the Basel Institute operates globally and maintains field operations in Africa, Eastern Europe and Latin America. The Basel Institute is an Associated Institute of the University of Basel.

Profile

We are looking for an experienced, self-motivated and proactive IT professional who is keen to act as *the* go-to-person for all Information and Communication Technology (ICT) matters at the Basel Institute. S/he will be responsible for the maintenance of the Institute's ICT infrastructure and all regular and ad hoc in-house ICT support services as required by the Basel Institute's daily business operations. Furthermore, s/he will play a key role in the development of the Basel Institute's intranet and other web related projects. As part of the Basel Institute's team of IT specialists, the post holder will report directly to the Team Leader IT and eLearning.

Main responsibilities

ICT Support (50%)

- Monitor, maintain and improve computer systems and networks (servers, clients, printers, LAN/WLAN, landline and mobile telephone)
- Needs assessment for new ICT equipment and procurement thereof as required
- Install and configure computer hardware, operating systems and applications
- Troubleshoot system and network problems, diagnosing and solving hardware and software failures
- Manage and support roll-out of new ICT tools and applications
- Set up new user accounts and profiles and deal with password issues
- Provide regular and ad hoc 1st level IT support service to staff at headquarters and in the field
- Develop and carry out in-house IT training sessions for staff on use of Microsoft Office software (Excel, Word, PowerPoint) and other ICT tools and/or applications of the Institute
- Oversee and keep track of the Institute's ICT inventory, including relevant record keeping
- Provide support in devising the ICT annual budget
- Act as the contact point for the Institute's external ICT service providers (Xerox, UPC, Swisscom, etc.)

Web development and related tasks (30%)

- Support development of and maintain Intranet (Drupal 8)
- Support the development of other web-based projects of the Institute
- Create and maintain IT related manuals/guides for users

Requirements

- 3 to 5 years of experience in server administration and maintenance (Linux, Samba, LDAP, VPN, ownCloud, KVM)
- 3 to 5 years of experience in providing ICT 1st level support for Mac systems as well as mobile devices (iOS)
- Solid knowledge of and skills in the use of office software (Microsoft Office, Adobe Acrobat, Google Apps for Business)
- Profound knowledge of HTML, CSS and JavaScript
- Knowledge in PHP programming is an advantage
- Experience with CMS, e.g Drupal, Joomla, Wordpress is an advantage
- Solid skills in handling web servers (Apache, Nginx, MySQL, MongoDB, Postgres)
- Ideally fluent, or at a minimum good knowledge of English and German (written and spoken). Working knowledge in another major language (Spanish, French, Portuguese, Russian) is an advantage. The working language of the Institute is English.
- Strong interpersonal, organisational and self-motivational skills
- Motivation to work in a multi-cultural setting and interest to support a good cause are an advantage

Offer

We offer an interesting and rewarding working environment with a proactive, dynamic and international team spirit. The work is both routine and varied and offers scope for initiative and innovation. The salary is competitive.

Application

Please send your written application (CV, letter of motivation, reference letters and contact details of three professional references; all documents merged in one PDF file), at your earliest convenience, but no later than 28 February 2019 by email to: application@baselgovernance.org

For further information about the position, please contact Mr Peter Huppertz, Team Leader IT and eLearning, Basel Institute on Governance (peter.huppertz@baselgovernance.org).