

IT Supporter (40-60%)

Job title:	IT Supporter – suitable also for work students (“Werkstudent”)
Place of work	Basel, Switzerland
Employment rate:	40-60%
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 a self-motivated, IT savvy and proactive candidate who is keen to act as the go-to-person for the Basel Institute’s Information and Communication Technology (ICT) matters. S/he will be responsible for handling the Institute’s ICT infrastructure needs, including all regular and ad hoc in-house ICT support services as such may be required by the Basel Institute’s team of staff. The position is well-suited for work students (“Werkstudent”) and we would welcome such applications. Key responsibilities will include:

- Provide regular and ad hoc 1st level IT support service
- Monitor and maintain computer and network systems (clients, printers, LAN/WLAN, landlines/mobiles)
- Needs assessment and procurement of new ICT equipment
- Install and configure computer hardware, operating systems and applications
- Troubleshoot system and network problems, diagnosing and solving hardware and software failures
- Set up new user accounts and profiles and deal with password issues
- Manage and support roll-out of new ICT tools and applications
- Act as the contact point for the Institute’s external ICT service providers (Xerox, UPC, Swisscom, etc.)
- Oversee and keep track of the Institute’s ICT inventory, including relevant record keeping

Requirements

- Demonstrated experience in providing ICT 1st level support for Apple computer as well as mobile devices (iOS)
- Experience in server administration and network maintenance (Linux, Samba, LDAP, VPN, ownCloud, KVM) would be an advantage
- Good knowledge of English and German (written and spoken).
- 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 **29 March 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).