



## **World Customs Organization Organisation mondiale des douanes**

### **CENTRAL SERVICES**

#### **TECHNICAL SUPPORT ASSISTANT FOR CONFERENCE ROOMS AND CENTRAL SERVICES**

#### **1. INTRODUCTION**

The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 187 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a wide range of conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations, as well as fostering closer cooperation among them.

#### **2. SHORT DESCRIPTION OF THE VACANT POSITION**

The WCO is recruiting a Technical Support Assistant for conference rooms and Central Services. The incumbent will play a key role in assisting the Senior Technician in ensuring the smooth running of the meeting and conference rooms, as well as assisting Central Services in the performance of its duties. This position requires flexibility, initiative and the ability to work effectively as part of a team.

#### **3. MAIN ACCOUNTABILITIES**

Under the supervision of the Head of Central Services, the incumbent will be responsible for the following main tasks:

Daily technical support tasks for conference rooms

1. Manage technical aspects to ensure the smooth running of sessions held in WCO conference rooms (starting up the room, connecting to an online session, testing all systems).
2. Test microphones and cameras as well as screen sharing (if applicable) for online participants and help them resolve technical issues.
3. Monitor interpretation channels at all times to ensure that the correct language is on the correct channel.
4. Record sessions and publish them on the Media Server.
5. Control all audio equipment in the conference rooms.
6. Ensure that the internet connection is active on the Wi-Fi and cable network.
7. Help delegates activate Wi-Fi on their devices.
8. Provide wireless mice, keyboards or laser pointers in the conference rooms.
9. Open presentations and videos provided for screening in the room and online.
10. Provide the requisite technical assistance in Teams meeting rooms.

Regular technical support tasks for conference rooms

1. Rearrange microphones and earpieces after each meeting.
2. Regularly test all microphones and earpieces.
3. Clean all earpieces regularly.
4. Replace defective items such as microphones, earpieces, cables, etc.
5. Recharge and replace batteries in all the conference rooms.
6. Delete old videos from the Media Server to free up space.
7. Record video messages and edit them for uploading to the WCO's Secure File Transfer Server, for sending to the appropriate recipients.
8. Coordinate and set up exhibition stands in the foyer for large committees and transfer content.

General Central Services tasks

1. Logistical management of preparations for statutory and non-statutory meetings, including nameplates, room plans, and printing and distribution of documents for interpreters. Ensure that meetings run smoothly.
2. Welcome meeting participants and provide guidance as necessary.
3. Responsible for the sale and cash register of gifts and for keeping stock up to date.
4. Change printer ink cartridges.
5. Provide back-up to the colleague on duty for the conference rooms.
6. Assist in the mail room, collect and distribute mail within the Secretariat and send express and regular mail in the absence of the officer in charge.
7. Assist with office removals.
8. Assist the HR Service, by delivering documents to and collecting them from the Protocol Directorate and the Ministry of Finance in the absence of the responsible colleague.
9. Meet with visitors and suppliers in the absence of the responsible colleague.

The person appointed will also be required to perform such other duties as may be assigned and may be subject to reassignment within the WCO Secretariat.

**4. EDUCATION**

- Training in audiovisual technology or equivalent professional qualifications.
- Training in information technology or equivalent qualifications.

**5. EXPERIENCE AND ESSENTIAL QUALIFICATIONS**

- At least five (5) years' experience in audiovisual or IT.
- Confidence in presenting and speaking in front of an audience.
- Ability to recognize and resolve problems with internet connection, sound and cameras.
- In-depth knowledge of applications: Teams, Zoom, SharePoint, Microsoft Office.
- Excellent interpersonal and communication skills.
- Strong sense of initiative and anticipation.
- Attention to detail and ability to manage competing demands.
- Motivated to work in a multicultural environment.
- Able to demonstrate tact, discretion and diplomacy.

**6. LANGUAGES**

- Fluency in English and French.
- Knowledge of Spanish would be considered an asset.

**7. CONTRACT AND CONDITIONS**

- WCO Staff member under contract of three (3) years, with the possibility of renewal.
- Probationary period: six (6) months.
- Full-time employment (thirty-seven (37) hours and forty (40) minutes weekly) at WCO Headquarters in Brussels, Belgium.
- Working hours according to the meeting schedule (no teleworking, annual leave to be taken in July and August).
- Thirty (30) days of annual paid leave.
- Salary based on the Co-ordinated Organisations' salary scale, grade C5, step 1; amount of EUR 4,100.76 per month (remuneration exempted from income tax in Belgium);
- The basic salary may be augmented by allowances based on the staff member's eligibility, and is subject to the mandatory withholding of Terminal Allowance (for retirement planning), medical and life and disability insurance contributions.

*This position is subject to the WCO Staff Manual (for permanent staff). If a candidate is related to a current WCO staff member (spouse, father, mother, son, daughter, brother or sister), they are required to specifically indicate this in the application.*

## **8. APPLICATION AND RECRUITMENT PROCESS**

Interested candidates should submit their application for review no later than **1 February 2026, midnight central European time**, including a CV and motivation letter in English or French. This application should be sent by email to:

[CS.vacancy@wcoomd.org](mailto:CS.vacancy@wcoomd.org).

The subject line of the email sent by each candidate should clearly indicate the job vacancy for which they are applying.

The onus is on the applicant to demonstrate how they meet each of the essential qualifications and requirements. Applicants are encouraged to describe tangible achievements in their CV and motivation letter, as well as to include contact details for referees.

Only short-listed candidates will be contacted for an assessment, which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in their application.

Interested candidates may submit a request for additional information via email, providing their full name and contact details.

*The evaluation of applicants will be conducted on the basis of the information submitted in the application, according to the criteria for the position and the applicable WCO rules.*

## **9. ADDITIONAL INFORMATION**

The WCO is committed to the principles of integrity, transparency and accountability, as well as to promoting diversity among its staff members. Accordingly, applications from qualified candidates, irrespective of gender, will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis as possible. The age limit for employment at the WCO is 65. Please note that the WCO Headquarters building is a non-smoking environment.

Any personal data collected and processed as part of the recruitment procedure will be in accordance with the WCO's Personal Data Protection Policy (available on the WCO website: <https://www.wcoomd.org/en/about-us/legal-instruments/policies.aspx>). Any questions or complaints in this regard may be addressed to the WCO's Data Protection Officer ([dpo@wcoomd.org](mailto:dpo@wcoomd.org)).