ICMPD Generic Job Profile
Junior ICT Officer[1] - Infrastructure

Functional Overview

Under the supervision of the Team Lead, the Junior ICT Officer – Infrastructure provides support to ensure the efficient operation and security of the organisation's ICT services. They assist in the configuration, monitoring, and maintenance of infrastructure systems, aligning these with organisational needs and best practices. By resolving tier 2 and supporting tier 3 IT issues, they contribute to the reliability and functionality of ICT services. The Junior ICT Officer plays a key role in maintaining device management standards, ensuring compliance with security measures, and supporting the improvement of organisational IT processes.

Key Results

Infrastructure Support and Maintenance: Cloud-based services, including Microsoft 365 and Azure, are supported to meet operational requirements. Assistance is provided in monitoring service performance and costs, identifying areas for optimisation and reporting findings to the Team Lead. The Junior ICT Officer supports the implementation of infrastructure projects by contributing to setup, configuration, and initial troubleshooting activities. Documentation of processes and configurations is maintained to ensure operational clarity and continuity.

Provision of Tier 2 and Support for Tier 3 ICT Issues: Efficient support is provided for tier 3 technical issues related to cloud services, user devices, and applications. Escalation pathways are effectively managed to ensure seamless resolution of complex tier 2 issues in collaboration with the ICT Service Desk team. End-user satisfaction is prioritised through timely and accurate support services. Feedback on recurring issues is documented and shared with the Team Lead to inform system improvements.

Device Management and Security Support: Standardised device configurations are applied to ensure compatibility, performance, and security. Assistance is provided in implementing device management solutions, including MDM and Endpoint Management. Security measures such as access controls and data protection protocols are upheld, and compliance is supported through regular updates and documentation. Backup and disaster recovery procedures are executed under supervision to maintain operational readiness.

Required Expertise

- Ability to provide timely and accurate administrative and technical support for ICT operations.
- Familiarity with cloud computing services (e.g., Microsoft 365, Azure) and basic security principles.
- Capability to address and escalate tier 2 and tier 3 ICT issues with accuracy and efficiency.
- Understanding of device management tools and protocols, including MDM and Endpoint Management.
- Ability to maintain documentation and report on technical activities clearly and consistently.

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[1] This profile is classified at IP1.

- Teamwork and interpersonal skills to support collaboration in a diverse and international environment.

Qualifications, Experience and Language Skills

- Master's Degree related to the area of work.
- A minimum of 1 year of relevant experience in IT infrastructure support, focusing on cloud services and user device management.
- Basic knowledge of networking concepts and virtualisation technologies (e.g., VMware/Hyper-V).
- Proficiency in (verbal/written) English; proficiency in the language of the duty station is an asset.
- Proficiency in the use of standard IT tools, with familiarity in Microsoft 365 and Azure environments.
- Certifications in Microsoft 365 or Azure technologies are desirable but not mandatory.