



Peace Corps

U.S. Peace Corps / Burkina Faso

01 BP 6031, Ouagadougou 01, Burkina Faso

<https://www.peacecorps.gov/burkina-faso/>

e-mail: BF01-Recruit@peacecorps.gov

JOB ANNOUNCEMENT

The United States Peace Corps Burkina Faso is recruiting an **Information Technology Specialist** for a full time contract position based in Ouagadougou, Burkina Faso. Fluent French and a high level of spoken and written English are required. Final salary will be determined based on the candidate's qualifications and salary history in similar positions.

Under the supervision of the Director of Management and Operations (DMO), with technical guidance provided by the Office of the Chief Information Officer (OCIO) in Peace Corps/Washington, the Information Technology Specialist (ITS) is the primary contact person for first-tier support at an overseas post, administering the local IT systems and maintaining ITS mandated configurations and policies. The incumbent's daily tasks will be managed by the DMO yet will utilize independent judgment and problem solving skills to carry out the functions of this role. The ITS is expected to exercise initiative and independent judgment while carrying out recurring duties in consultation with the Peace Corps headquarters in Washington DC.

This position has a Base Salary Range of 14,611,226 to 23,250,878 F/CFA per year (Grade 9).

MAIN RESPONSIBILITIES OF POSITION

- Provides formal or informal IT training to overseas staff who have varying degrees of technical proficiency. Training will be conducted on software applications, Internet-based research, hardware and software troubleshooting and the appropriate use of IT in the workplace;
- Provides first-tier computer and network support for an overseas office
- Maintains and updates the Microsoft Exchange server as directed by the ITS group.
- Maintains an up to date IT inventory and software license database and assists ITS in procurement decisions. Will also keep ITS current with Post's IT needs.

MINIMUM QUALIFICATIONS

- University degree or equivalent certification in Computer Science/Programming
- Advanced experience (3 years +) in Information Technology and Communication. Experience with Air watch, Mobile Device management, SCCM (Microsoft System Center Configuration Management, Imaging), Windows Server 2008/2012, Exchange 2010, Backup Exec 2010, SharePoint 2013, Virtualization, Ticketing system, Customer Service, proactive customer support, reporting to senior staff
- The following certifications are a plus: MCSA 2008/2012, MCSE 2008/2012, A+, Network+, Security+, ITIL, CISCO CCNA, Project+/Project Management, Prince2
- Exceptional and proven written, verbal and interpersonal communication skills.
- Excellent customer service skills.
- Demonstrate proficiency and ability to train others in Microsoft products such as Excel, Word, PowerPoint, Publisher and Outlook.
- Experienced in project design and implementation.
- Ability to construct a website (all platforms) and ongoing maintenance.
- Adaptability to web and access based programs.
- Ability to work effectively with a team.
- Ability to perform complex duties with minimal supervision as needed to support the group effort.

- Must be very organized, efficient and have the ability to prioritize many projects at one time.
- Must be solution oriented and resourceful in problem solving.
- Maintains a valid driver's license for operation of vehicles in Burkina Faso.
- Performs all duties during the week and may require work in the evenings, weekends and holidays. Employee understands essential functions and accepts job responsibilities as outlined in this job description.

Candidates should send a CV (in English) with the name and telephone number and/or email address of three references, copies of diplomas, and letter of motivation (in English) addressing all of the minimum qualifications to:

Director of Management and Operation (DMO)
Corps de la Paix
01 B.P. 6031 Ouagadougou 01

Complete Scope of Work can be consulted at the Peace Corps Office or website.

TO APPLY

Please do not apply to these positions without first having read the complete Statement of Work for the position, which details the required qualifications and is available from our office or on our website at

<https://www.peacecorps.gov/burkina-faso/staff-and-jobs>

Email is the preferred form of application. Please create an application packet which should include your C.V., accompanied by a thoughtful cover letter (both in English), outlining how your skills and experience demonstrate the required qualifications.

Please use the following conventions:

- Subject line of email: Position Title (fill in the title of the position you are applying for)
- File name of your Cover Letter: yourfirstname_yourlastname_Cover_Letter.doc
- File name of your CV: yourfirstname_yourlastname_CV.doc

In your cover letter, please detail the earliest date you would be available if accepted for the position, and your current/most recent salary. Application packets for this position should be sent by email to BF01-Recruit@peacecorps.gov or may be delivered by hand to the Peace Corps office located in sector 13 behind the Red Cross. Incomplete applications will not be reviewed. **NO TELEPHONE CALLS PLEASE.** Only qualified candidates accepted for an interview will be contacted.

All Applications must be received no later than **12h00 on October 14, 2016.**