Solidar Suisse fights for decent work, democratic participation, and social justice worldwide. On behalf of our donors, we put solidarity into action in over 60 projects on four continents. In Southeast Europe, Solidar Suisse seeks to strengthen civic participation and workers' rights.

To complement our competent team in the Regional Office in Kosovo we are looking for a

IT Assistant 30%

As an IT Assistant, your primary responsibilities will include supporting various IT projects within the organization. You will work closely with the IT team to ensure the successful implementation and execution of projects, as well as contribute to enhancing the visibility and outreach of IT initiatives. Your role will involve providing technical support, troubleshooting issues, and assisting with the deployment of IT solutions across different departments.

Key Responsibilities

Email System - Editor/manager
- Monitor and troubleshoot email-related issues.

Network Infrastructure - Administrator
- Address connectivity issues and optimize network performance.

Cloud Services (Google Drive and Office 365 Services) - Editor
- Manage cloud resources and configurations
- Perform service maintenance,
- Monitor service performance and address issues.
- Monitor and optimize cloud services

Digital Communications - Editor
- Post for online presence, including social media platforms, email newsletters, and digital marketing campaigns awareness about the organization's work.

Security Systems - Security Assistant
- Monitor and manage security systems.
- Respond to security alerts and incidents, Intrusion Detection/Prevention

File and Print Servers - Editor/ Administrator
- Troubleshoot file and print server issues.

Collaboration Platforms - Editor
- Manage user access
- Provide support for collaboration tools.

Remote Assistance - Desktop Support
- Provide remote assistance to end-users.
- Troubleshoot desktop-related issues.

Manage Web Page – CMS Editor
- Maintains the website and publish content to provide information about the organization's mission, programs, impact, events etc…

Requirements:

- Bachelor's degree or relevant training or certifications in Information Technology, Computer Science, or related field.
- Basic understanding of network infrastructure, IT systems, and deployment of IT solutions.
- Good communication skills, both verbal and written, with the ability to effectively communicate technical concepts to non-technical users.
- Good written and spoken English language skills.
- Ability to work collaboratively in a team environment and effectively manage priorities in a dynamic work environment.
- Strong problem-solving skills and the ability to think analytically to resolve technical issues efficiently.
- Proficiency in managing and troubleshooting Windows operating systems, including Windows 10 and Windows 11 environments.

We offer

- An interesting, wide-ranging field of activity in a lively organization with a lot of dynamism and an open organizational culture.
- Progressive employment conditions.
- Workplace in a central location in the city of Peja/Peć, with a flexible working schedule and the possibility to work online

We are an equal-opportunity employer and welcome applications from individuals with IT backgrounds. We particularly encourage candidates from minority groups and Students to apply.

If you are enthusiastic about this challenging job in a motivated team, we look forward to receiving your application (CV preferably EU Pass and Motivation Letter). Please send your application by e-mail by at the latest to 28 March 2024 at 17:00 on hr@solidar-suisse- kos.org

Note: No phone calls are allowed during the application process. All inquiries and applications should be submitted as specified in the vacancy announcement.