

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 Help Desk Support 30%**

As a Help Desk support, your primary responsibilities will include supporting various IT tasks within the organization. You will support the IT manager to ensure the successful implementation and execution of projects. Your role will involve providing technical support for desktop computers, laptops, and peripherals. You will be responsible for installing and configuring software, troubleshooting hardware issues, and performing routine maintenance tasks

### **Key Responsibilities**

#### **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.

#### **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:**

- Relevant training or certifications in Information Technology, Computer Science, or related field.
- 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.
- Basic knowledge 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, females 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 20 May 2024 at 17:00 on [hr@solidar-suisse-kos.org](mailto: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.*