



**INTERNATIONAL INSTITUTE OF TROPICAL AGRICULTURE (IITA)
SHORT-TERM CONTRACT VACANCY ADVERTISEMENT**

Ref: STS2022-006	<u>Position:</u> <ul style="list-style-type: none">Information Technology (Service) Operations Assistant
Location: Ibadan	
Date Posted: 6 May 2022	Recruitment Type: STS- National (6-months renewable contract)
	Closing Date: 13 May 2022

The International Institute of Tropical Agriculture seeks suitable applicants for the position below at the Institute's Headquarters in Ibadan:

Position: Information Technology (Service) Operations Assistant

Duration: 6 months renewable

Location: Ibadan

DUTIES:

- Work along with other SPOC (Single Point of Contact) to receive and record all request/issues/complaints/incidents from end-user.
- Assign tickets already logged via the institutional helpdesk – SysAid to the available ServiceDesk Analyst.
- Log, receive and respond to incident/request/problem on SysAid.
- Follow-up on all tickets assigned and from end-user to completion and resolutions.
- Ensure that all requests and enquiries on IT matters and activities are promptly attended to and closed correctly with the appropriate response to the satisfaction of the customer.
- Work with end-users to identify and deliver required PC service levels.
- Assess malfunctions of computer hardware or software applications to determine appropriate actions to maintain computer and network operations.
- Perform any other job-related task as may be assigned by the Supervisor.

QUALIFICATION:

OND in Computer Science/Engineering, Electrical/Mechanical Engineering, Information Technology, or related field with a minimum of three (3) years' experience performing similar or related role in a well-structured organization.

COMPETENCIES:

The ideal candidate must:

- Have good client relation and management, customer services relation and the knowledge Microsoft Client technologies management (Wins 7, 8, 10, 11).

REMUNERATION:

We offer highly competitive salary with equally attractive benefits and excellent working conditions in a pleasant campus environment.

METHOD OF APPLICATION:

Interested applicants should complete the online application attaching detailed cover letter and curriculum vitae saved with their names in Microsoft word format to IITA website: <http://jobs.iita.org/erecruit> no later than One Week from the date of this publication. The application must include the names and e-mail addresses of three professional referees which must include the applicant's current or previous direct Supervisor, professional colleague and evidence of current remuneration package.

IITA is an equal opportunity employer and is committed to building a diverse workforce, particularly welcoming applications from women. While all applications will be acknowledged, please