



IHE DELFT Institute for Water Education offers graduate education in Delft, The Netherlands, and carries out research and capacity building projects all over the world. The mission of IHE Delft is to contribute to the education and training of professionals and to build the capacity of sector organizations, knowledge centres and other institutions active in the fields of water, the environment and infrastructure in developing countries and countries in transition.

IHE Delft has a permanent staff of 200 of which more than 100 are scientific staff, while about 250 guest-lecturers from academia and industry contribute to the educational programme. Each year 750 participants (incl. about 200 new MSc students per year) from all over the world attend the various regular and short courses at IHE Delft. The institute has an international staff & student community with English as working language.

The process management unit **Library, Information and Technology** (LIT) is currently seeking a:

Service Desk Officer

1.0 FTE / 38 hours

Responsibilities

To register and resolve (or delegate the resolution of) issues and defects experienced by ICT users, in accordance with department's guidelines, contributing to ICT products for ICT users that function efficiently and effectively. The position reports to the Manager Information Technology.

The main tasks will be:

- Install and configure workplace systems (group) applications and peripherals for ICT users;
- Inform and instruct ICT users about the applications and using the installed ICT products;
- Register issues and defects reported by ICT users, as well as monitor how the issues and defects are dealt with;
- Provide first-line support, in person or using remote assistance, in response to reports made to the service desk.

Requirements

- A degree in Information Technology on MBO level 2;
- Minimum of 1 year of experience in a service-oriented environment;
- Microsoft Desktop Support technician certification or equivalent;
- Excellent proficiency of English and a good working level knowledge of Dutch or another UN language;
- Experience with eLearning in an educational environment is a preference.

Terms of Employment

The employment contract is for 1,0 fte / 38 hours per week.

Scale 6 of the Collective Labour Agreement for Dutch Universities (VSNU).

IHE Delft offers an attractive, multiple choice employee benefits scheme, year-end bonus and generous pension scheme. We also offer 31 days' leave based on a 38 hours working week.

Information and application

Additional information about the vacancy can be obtained from Wilmar Ceton, Manager Library, Information and Technology (E: w.ceton@un-ihe.org / T: +31-152151704).

Applications (in English), should respond specifically to the requirements, and can be sent until **15 May 2021 (closing date)** including curriculum vitae, motivation letter and the names and contact details of two contactable referees, to IHE Delft, (*as one PDF file with your family name as the filename*), attn. Human Resource Management (E: recruitment@un-ihe.org), PO Box 3015, 2601 DA Delft, The Netherlands, stating vacancy-number **21-LIT-01**.

Acquisition by staffing agencies and other 3rd parties is not appreciated.