Job advertisement

The German Commission for UNESCO is seeking to fill the following position at its Bonn office as soon as possible, initially for a period of two years

Expert (m/f/x) in IT Administration and User Support (50%, up to TVöD E 13 and possibly IT allowance, depending on personal qualifications)

The German Commission for UNESCO (DUK) is an intermediary organization of the foreign cultural and educational policy of the Federal Republic of Germany and a national commission according to the constitution of UNESCO. It acts as a link between the state and civil society and as a national liaison office in all areas of UNESCO’s work. In other words, we support UNESCO in its task of contributing to the preservation of peace and security by promoting international cooperation in education, science, culture and communication, and implementing this at the national level.

The Central Services Department acts as an internal service provider for the entire organization with its approximately 90 employees and its currently two locations in Bonn and Berlin. It is responsible for all planning and administrative services in the areas of human resources, personnel and organizational development, financial management including procurement, site support and IT management.

Your main tasks

- Design and logistical (further) development of IT structures and IT processes across both locations, including ongoing optimization and documentation,
- Conception, support and implementation of IT projects together with all stakeholders, including budget responsibility in the area of responsibility,
- Maintenance of in-house server, backup and network technology,
- Maintenance of the in-house ERP system
- Managing the local Windows domain and synchronized Office365 resources,
- First level support: user support and consulting, review and error analysis for all office workstations at all locations in Bonn and Berlin (mainly office applications, setup of external hardware, printers, phones as well as VPN access),
- System administration in cooperation with external IT service providers and interface to second level support,
- Personal support at the Bonn location during office hours and support of the Berlin location via remote maintenance,
- Setup of office workstations and briefing of new employees (m/f/x),
- Setting up and updating central resources (e.g. address databases, IT inventories, IT guides),
- Administration of the telephone system and associated terminals,
- Technical support of events (e.g. projection, sound) as required
- Guidance of assistants in the area of responsibility.
What can you expect?

- Approximately 90 employees, who all support the idea of UNESCO and appreciate meaningful work, a modern system landscape based on a hybrid AzureAD in combination with cloud software such as a self-hosted NextCloud and Barracuda RMM.

What do we expect?

- A completed undergraduate degree or several semesters of bachelor studies in the field of information technology (at least 5th semester) or a completed vocational training in the field of information technology (e.g. IT systems engineer, IT specialist or comparable),
- At least two years of relevant work experience,
- Experience with operating systems (especially Windows 10),
- Knowledge of Microsoft Office 2013-2019, Office365 services (OneDrive, Teams, Exchange-Online...), telephone systems with IP telephony,
- Knowledge of networks/infrastructure (VPN, VLANs, routing, firewall, standard protocols for networking workstations),
- a careful and structured way of working, team orientation and initiative in independent work and a confident appearance,
- readiness for individual business trips within Germany.

What do we offer?

- An interesting, varied job that can be shaped by your personal commitment,
- a temporary part-time job of 19.5 hours per week at the Bonn location,
- an employment contract in accordance with the regulations of the TVöD and a wage classification in line with the position with a special annual payment, capital-forming benefits and an attractive company pension scheme,
- flexible working hours and the possibility of mobile work of up to 50 percent within the framework of our company agreement.

The German Commission for UNESCO pursues the goal of promoting the diversity of its employees (m/f/x). Applications from suitable severely disabled persons and persons of equal status are welcome. For specific questions, please contact Antje Held at personal@unesco.de.
Have we aroused your interest?

Then please apply with the following documents in a pdf-file with max. 5 MB:

- Meaningful letter of motivation: On a maximum of one A4 page, we would particularly like to understand why you will enjoy this job in the long term.
- Tabular CV on a maximum of two A4 pages.
- Proof of relevant achievements: Degrees and employment references.

to the following e-mail address:

German Commission for UNESCO · Email: personal@unesco.de · Subject: Ref. IT

Interviews are expected to take place via video conference.

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Note on data protection

The data collected as part of the application process will be processed solely for the purpose of conducting the application process. In the event that an application is not considered or is withdrawn, it and the personal data collected will be deleted no later than six months after the application has been rejected or withdrawn.