

Support Assistant – Information Technology

(1.0 FTE)

Open Doors is an international, interdenominational organization that supports Christians who are persecuted for their faith. Within the regional department Middle East & North Africa the following job has become vacant:

This position plays a significant role in the day-to-day Information Technology (ICT) operations. The Support Assistant is part of the Middle East, North Africa, and Netherland's region and of the ICT team, reporting to the ICT manager. The ICT department provides support to maintain Information Technology (IT) health of the organization by performing operations. The result will be to meet with our organizational requirements. The position provides customer-oriented Service (IT) Personnel and maintains a good overview of work in an accurate manner.

YOUR KEY COMPETENCES:

- Providing support to users' questions/inquiries, solve malfunctions, and handle IT reports – for the Netherlands, Middle East & North Africa Region.
- Act as the first point of contact from the user organization and report failures/problems with applications and technical infrastructure to specialists in the second line.
- Take part in the formation of 'the face' of the IT department. Therefore, work sensitively and, in a service-oriented manner.
- Conduct communication with users regarding currently available information, agreements, and organizational system procedures.
- Ensure careful recording and handling of reports in our ServiceDesk.
- Issuing workplace equipment to employees.
- Performing workplace maintenance and other tasks assigned by the IT manager where needed.
- Assisting in documenting the ServiceDesk workflows.
- Assisting in maintaining an ongoing update for the IT asset's inventory.
- Liaising with vendors for potential fixes.
- Presenting commitment to delivering quality, Stress resistant, Empathic, Collaborate, & Flexible (occasional work outside office hours).
- Sensitive to his/her surroundings, takes initiatives, and presents good communication/escalation skills.
- Strong interpersonal, planning, organizing, Initiative taking, focus on quality, accuracy, flexibility, and adaptability skills.

YOUR PROFILE

- Committed Christian with a heart for the Persecuted Church;
- Level of education: At least a Secondary Vocational Education – level 4 in the direction of ICT (based on the Dutch school system) or equivalent;
- Fluent in English – both oral and written (Arabic is a big plus);
- International experience in an NGO is a big plus;
- Ability and willingness to travel internationally;
- At least 2 years of demonstrable work experience at an ICT Service Desk in the past 4 years; at least 1 year of demonstrable work experience with processes on ServiceDesk in the past 2 years;
- In possession of ITIL (Information Technology Infrastructure Library) Foundation certificate;
- Basic knowledge and work experience with MS Office 365, Mobile Device Management, Windows Active Directory, Virtual Desktop Infrastructure.

This is a salaried position. Working at Open Doors means that you are actively involved in the worldwide Persecuted Church. We offer you a versatile position in an international environment, professional team, and the opportunity to show your added value. Location is preferably in the Netherlands, but we encourage candidates from other locations to apply as well.

INTERESTED?

Please send your CV and motivation as soon as possible but before **30 September 2021**, to the HR department via hrm@od.org. We may ask for references from your previous employer(s) and your local church. An assessment can be part of the application process.

Working for Open Doors is not without risks in some areas. Because of the potential need for establishing future risk-averting measures in the event of a successful application, we advise you not to widely share your wish to work for Open Doors during the application period.