



## GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES

Secretariat for Administration and Finance (SAF)  
Department of Information and Technology Services (DOITS)

### CALL FOR RESUME

**Type of contract:** Consultant (4 openings)

**Field:** Help Desk Support

**Location:** Washington, DC / Remote

**Start date:** TBD, 2025

**Duration:** Up to 24 months

**Deadline for Application:** March 24, 2025

**Remuneration Range:** Based on experience, education, location, and skills

**Consultancy Announcement Number:** CFR/08/25

The Department of Information and Technology Services is responsible for managing all Systems and Technology infrastructure resources and personnel, including all matters related to the plans, policies, procedures and standards governing the utilization of technology resources and management of information technology services of the General Secretariat of the OAS.

Candidates will be responsible to provide quality technical assistance, support, and advice to users throughout the General Secretariat on hardware, software, and systems related issues. Additionally will be responsible for the installation and configuration of new network software, hardware and services, network operating systems and data communication facilities.

#### DUTIES AND ACCOUNTABILITIES

- Assist HQ end-users by addressing technical problems and questions related to the operation of standard GS/OAS computer equipment, operating system and software.
- Assist end-users on information processing software, including installation, configuration, tune-up and technical support of GS /OAS standard software packages.
- Assist end-users on the implementation of measures to prevent and remove virus attacks.
- Assist end-users on the operation of Voice Over IP (VOIP) telephone equipment
- Assist Field end-users with basic operating system issues and Virtual Private Network (VPN) connectivity. Implement and manage organization infrastructure, new hardware, systems, network software and services; configure, maintain equipment, devices and related services.

- Install and configure computer equipment such as desktops/monitors, laptops and local and network printers.
- Install and configure Voice Over IP (VOIP) telephone equipment for end-users and audio conferencing.
- Load and configure standard software images.
- Install and troubleshoot Oracle client licenses.
- Train users on the basic operation of GS/OAS standard software, computer and telephone equipment.

## **REQUIREMENTS**

### **Essential:**

- **Education:**
  - Bachelor’s Degree in Computer Science, Computer Engineer or similar.
  - At least one formal professional training/certification MCSE, CCNA, CCNP, CCIE, CNE.
- **Language requirements:**
  - Excellent oral, writing and communication skills in English and Spanish.
- **Professional experience:**
  - 3+ years of progressively responsible experience supporting an Information Technology environment with relevant work experience in supporting end users, office automation and in the implementation and support of IT applications.
  - Training and experience in installing and maintaining local area networks, operating systems and network security, including installation of equipment and network software.
  - Experience with implementation (set up and configuration), support and troubleshooting of hardware and software for voice and data communications.
  - Experience installing and configuring computer systems in a networked environment, applying diagnostic techniques.
  - Extensive knowledge of desktop software such as Microsoft Office, graphic packages and other utilities. Thorough knowledge of Data Base Management Systems, Spreadsheets, Word Processing, Programming languages, disk management and other utilities.

### **Desirable:**

- Expertise in any of the following is a plus: VMware, IIS, Cluster, File & Print.
- Monitoring Tools.
- ITIL knowledge

### **SUBMISSION OF APPLICATIONS:**

Interested candidates should send their CV and cover letter (no more than 250 words) with the subject “Help Desk Support” to [DOITS-CV@oas.org](mailto:DOITS-CV@oas.org)

No phone inquiries accepted. Only shortlisted candidates will be contacted.

**The GS/OAS embraces equality, diversity, and inclusion. Thus, the GS/OAS, in accordance with its rules and regulations, is committed to providing equal opportunities in employment, achieving a diverse staff, and will consider a wide geographic representation, as well as gender equity and equality, in the selection of candidates.**