



GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES
Secretariat for Administration and Finance (SAF)
Department of Information and Technology Services (DOITS)

Type of contract: Consultant

Location: Washington, DC

Start date: TBD

Duration: 6 months with the possibility of extension depending on funds availability and performance.

Deadline for Application: March 24, 2025

Remuneration: \$3000 to \$5000 commensurate with experience

Consultancy opportunity number: CFR/11/25

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.

The Business Process Manager will be instrumental in refining our helpdesk operations to ensure superior user support and service delivery. The primary objective is to enhance business processes, user satisfaction, and service delivery through innovative process optimization within the helpdesk environment.

DUTIES AND RESPONSIBILITIES

Service Desk

- **Process Improvement & Optimization:** Identify, develop, and implement improvements in business and support processes to increase efficiency and user satisfaction.
- **Performance Management:** Monitor and analyze helpdesk performance, formulating strategies to improve service levels and responsiveness.
- **Customer Service:** Establish and maintain effective, collaborative relationships with users to identify and resolve issues promptly.

- **Training & Development:** Construct and deliver training programs to bolster team capabilities and performance.
- **Documentation & Reporting:** Maintain accurate records and produce regular reports on helpdesk performance and improvements. Elaborate monthly reports on helpdesk team performance, including metrics on SLA compliance, ticket resolution times, and user satisfaction.
- **Standard Operating Procedures:** Develop, document, and maintain comprehensive and updated helpdesk standard operating procedures to ensure consistency and quality in service delivery.
- **Intradepartmental Collaboration:** Work in conjunction with the infrastructure and development teams as necessary to address and resolve helpdesk-related issues and optimize service delivery.

REQUIREMENTS

Education

- Bachelor's degree in IT, Business Administration, or a related field. Master's degree is a plus.

Language

- Excellent oral, writing, and communication skills in Spanish and English.

Essential Skills:

- Prior experience in helpdesk or IT service roles.
- Hands-on experience with Microsoft tools.
- Profound understanding of IT support processes and methodologies.
- Ability to analyze and refine operational processes.
- Exceptional communication and interpersonal skills.
- Robust problem-solving and analytical skills.

Desirable Skills:

- ITIL certification or equivalent.
- Project Management Professional (PMP) certification.
- Hands-on experience with Service Now.

SUBMISSION OF APPLICATIONS:

- Interested candidates should send their CV and cover letter (no more than 250 words) with the subject "**Business Process Manager**" to 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.