



Trainee profile

Support for the Observatory and Information Systems Department

Ref.: ST 4/24

The International Olive Council (IOC) is seeking a young IT support technician with solid knowledge of audio-visual equipment, for a renewable paid internship beginning preferably on **16 September 2024**. This will be an opportunity to work in a multi-cultural, multi-lingual and multi-ethnic environment and to put into practice what you have learned during your studies.

The profile and tasks of the potential trainee are described below:

Profile and prerequisites

- Citizenship of one of the IOC Member Countries¹;
- University/Bachelor's Degree, Certificate of Higher Education, or equivalent in any related field;
- Good knowledge of English or French, as well as of at least one of the other official languages of the Organisation²;
- Strong understanding of IT networks, IT tools, and web environments;
- Good knowledge of Microsoft Office 365 suite;
- Ability to troubleshoot and set up audio-visual equipment, including expertise in video conferencing tools (TEAMS, ZOOM);
- Capability to prioritize and manage multiple tasks effectively;
- Proactive, self-motivated and able to learn independently;
- Good health.

It will be considered an asset:

- Previous work experience;
- Knowledge of creative design and web editing;
- Experience in providing technical support and performing preventative maintenance for audio-visual equipment.

¹ The list of IOC Members may be consulted at
<http://www.internationaloliveoil.org/estaticos/view/103-list-of-ioc-members>

² The official languages of the International Olive Council are Arabic, English, French, Italian and Spanish



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Tasks

The main tasks of the trainee, who will be supervised by the Deputy Executive Director and the Head of the Observatory and IT Systems Department, will be:

- HelpDesk tasks: Identify internal incidences and prioritize them by impact.
- Monitoring the status of the IOC network system.
- Maintaining IT strategies.
- Actively communicating with staff to provide technological support.
- Keeping IT devices maintenance reports updated.
- Performing any other necessary tasks for the Department.

Duration of traineeship

The scheduled starting date is **16 September 2024** (preferably). The expected end date of the traineeship is 31/12/24. It may be extended in 2025.

Deadline for applications

31 August 2024 (deadline for the receipt of dossiers by post or e-mail).

A formal cover letter must be submitted together with the completed application form and supporting documents.

Reference document

Rules governing the official traineeship scheme of the International Olive Council (available on the IOC website).

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