

Médecins Sans Frontières Spain – OCBA (Operational Centre Barcelona and Athens) is looking for an

## **APPLICATIONS SUPPORT OFFICER**

(BASED IN ANY MSF-OCBA HUB)

### **GENERAL CONTEXT**

Médecins Sans Frontières is an international independent medical-humanitarian organization, which offers assistance to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict, without discrimination and irrespective of race, religion, creed or political affiliation.

MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association. Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.

The MSF movement is built around six operational directorates. MSF OCBA is one of those directorates. The operations are implemented by field teams and the mission coordination teams; together with the organizational units based in Barcelona and decentralized in Nairobi, Dakar and Amman. The field operations are guided and supported by 5 Operational Cells, the Emergency Unit and other departments supporting operations, , including the Medical Department and Projects & IT.

### **GENERAL OBJECTIVE OF POST**

MSF-OCBA is continuously adapting processes and tools to improve efficiency and quality of data and information management. In the framework of the MSF-OCBA Strategic Plan and open knowledge objectives, the organization requires a high quality support to and evolution of its technical solutions (applications) available for the teams, both in the field and in the headquarters.

This position aims to strengthen the support provided to MSF OCBA to resolve incidents and standard requests of the applications included in the service catalogue. Specifically, this position will deliver a **1<sup>st</sup> level support** and should be capable of:

- Compiling and prioritizing the incidents and standard request received with the aim to be processed within the Service Level Objective defined
- Resolving those with standard resolution procedure is identified, otherwise, escalating them to the 2<sup>nd</sup> level support
- Maintaining users aware of the progress of their incidents/ requests
- Creating a knowledge database easily accessible by the users of the applications.

The **Applications Support Officer** will be accountable both hierarchically and functionally to the Head of Applications Team (Projects & IT Unit). Through this, they will also work closely with:

- The Fundraising, Association, Communication and ERP members doing a 2<sup>nd</sup> line application support (and potentially, in the future, members of other team)
- The P&IT Learning Referent

### **RESPONSIBILITIES AND MAIN TASKS**

- Provide 1<sup>st</sup> level support to users of applications deployed to the Fundraising, Association, Communication and ERP areas
  - Serve as the 1<sup>st</sup> point of contact for all users seeking technical assistance;
  - Classify correctly the incident/requests received;
  - Perform remote troubleshooting through pertinent questions or diagnostic techniques;
  - Determine the best solution based;
  - Walk the user through the problem-solving process if appropriate;
  - Re-direct unresolved incidents/standard requests to the 2<sup>nd</sup> level support;
  - Follow-up incident/service requests life cycle;
  - Absorption of resolution of incidents when a 2<sup>nd</sup> line incident/request becomes a standard procedure.

- Maintain up to date configuration of ticketing tool
- Create and maintain a knowledge database for each application and make it available to our users
- Keep organized a list of procedures for resolution of incidents/service requests
- Support technical experts un maintaining the documentation related to the different applications (instructions, manuals, training modules)
- Support technical owners to maintain a list of evolutions / improvements of the existing solutions and to even identify new business and define functional needs.
- Stay up-to-date on latest status of deployed applications
- Provide monthly written summaries on applications support (ticket resolution, classification of incidences...)
- Available to participate in any application development/training discussion internally

## **SELECTION CRITERIA**

### **Education and experience**

- Bachelor's degree in Computer Science, Information Technology or Engineering, or equivalent Technical experience or background
- Experience in providing application and IT support for a diverse, non-technical, geographically dispersed user community
- Excellent communication skills
- Fluent in Spanish and English required, both oral and written
- French desirable, both oral and written
- Excellent organizational skills
- Experience in writing user documentation

### **Technical Knowledge**

- Experience on ticketing tools: Zendesk
- Good command of Microsoft Office and/or Open Office
- Experience on administration of Windows systems
- Experience on administration of systems based on Tomcat

### **Competencies**

- Commitment to MSF's Principles
- Cross-cultural Awareness
- Behavioural Flexibility
- Stress Management
- Analytical Thinking
- Results and Quality Orientation
- Service Orientation
- Planning and Organising
- Teamwork and Cooperation

## **CONDITIONS**

- Position based in any MSF-OCBA hub (Barcelona, MSF-Spain office delegations, Amman, Dakar or Nairobi).
- Minimum commitment with the position of 3 years.
- Full time job
- Annual gross salary: HQ-2B (12 monthly payments) + secondary benefits based on MSF-OCBA Reward Policy.
- Starting date: immediately

**HOW TO APPLY**

- To apply, please submit your **CV** and **cover letter**

<https://careers.msf-applications.org/job-invite/5703/>

- Closing date: **February 2<sup>nd</sup>, 2022, 23:59 CET (Central European Time)**

**MSF is committed to achieving workforce diversity in terms of gender, race, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are encouraged to apply. We are committed to achieving a balanced gender distribution and therefore encourage women to apply.**

**All applications will be treated with the strictest confidence. MSF provides a work environment that reflects the values of gender equality, teamwork, integrity and a healthy balance of work and life. MSF does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment and discrimination. All selected candidates will, therefore, undergo reference checks.**

**Médecins Sans Frontières, as a responsible employer, under article 38 of “Ley de Integración Social del Minusválido de 1982 (LISMI)” invite those persons with a recognized disability and with an interest in the humanitarian area to apply for the above-mentioned position.**