



Vacancy

1ST LEVEL IT SUPPORT

The International Paralympic Committee (IPC) offers the newly created position of a full-time **1st Level IT Support** (f/m/x) in an international and multicultural team at the IPC Headquarters in Bonn, Germany, starting 01 December 2021.

ABOUT THE IPC

At the IPC, we work as one team, aligned and focused on fulfilling our vision and mission.

The IPC's vision is for an inclusive world through Para sport. We believe that **Change Starts With Sport**, and that the work of the Paralympic Movement is a catalyst for driving social inclusion and advancing the UN Convention on the Rights of Persons with Disabilities and the UN's 17 Sustainable Development Goals.

The IPC seeks to use the influential global position of the Paralympic Movement and the growing profile of Para athletes to challenge the stigma attached to disability and empower social transformation.

The IPC is the global governing body of the Paralympic Movement. We supervise the organisation of the Paralympic Games and Paralympic Winter Games and serve as International Federation for 10 Para sports. We enjoy a positive working relationship with the IPC Governing Board, members of which are democratically elected every four years by the IPC General Assembly.

The IPC is a purpose-driven non-profit association. Our mission is to lead the Paralympic Movement, oversee the delivery of the Paralympic Games and support members to enable Para athletes to achieve sporting excellence. Since 1989, we have been creating change through sport with the Paralympic Games and Paralympic athletes at our core.

ROLE

The **1st Level IT Support** is responsible for providing first level IT Support to IPC staff, consultants, volunteers and any Committee or Governing members. He/she will work in the Business IT Team which is responsible for managing IPC's IT infrastructure, IT Systems, and IT Operations. Besides responding to and resolving tickets incoming to IPC's ServiceDesk, the 1st Level IT Support must assist the

INTERNATIONAL PARALYMPIC COMMITTEE

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installation, configuration, monitoring and maintenance of IT Software and Hardware in use across the organization.

CORE RESPONSIBILITIES

- Deliver first level IT Support and assist the IT Team with troubleshooting issues. Provide technical support across the organization (this may be in person, over the phone or using remote assistance applications);
- Support the implementation, operation, and servicing of a mainly Microsoft based hybrid infrastructure consisting of on-premises (Active Directory, Hyper-V, Business Applications) and cloud-workloads (O365, ADFS, Exchange Online, Teams, OneDrive, SharePoint etc.);
- Install and configure computer hardware, software, systems, networks, printers, and scanners. Repair and replace equipment, as necessary;
- Monitor and maintain computer systems and networks. Support internal projects with technical requirements and assist the IT Team in Infrastructure Projects;
- Set up accounts for new users and make relevant updates according to needs;
- Test new technology and assist the digitalization efforts of the Business IT Team. Participate in and support continual optimisation of operational procedures;
- Support creation of and maintenance documentation for IPC IT Systems and Processes such as technical papers, wiki, manuals, and IT procedures;
- Develop expertise to train staff on new technologies.

CORE REQUIREMENTS

- Successful completion of a university degree or vocational training with a focus on IT (Computer Science, Computer Information Systems, Computer Applications), or in a related field with equivalent experience;
- Two years of experience in IT Support or similar roles in a small to medium-sized enterprise;
- Experience with Microsoft Products (Active Directory, Exchange, Office 365, SharePoint, Teams, OneDrive);
- Knowledge of System Security such as Threat/Intrusion Detection and Prevention, Data Backup and Recovery etc;
- Familiarity with various devices such as Firewalls, Routers, Switches, Access Points, Servers, Storages and Technologies such as Virtualization and Clustering;
- Working experience in cross functional IT teams / projects;
- Strong communication and organisational skills, service, and teamwork orientation as well as a structured, independent, and conscientious working style.

- Ability to work in an international and multicultural environment;
- Mindful of the organisational agenda;
- Living by our organisational values/ ambassador of our organisational values;
- Fluency in English both written and verbal is mandatory;
- Flexibility required outside of core working hours & business travel.

Do you want to **apply**?

If you are interested and provide a good match with our requirements, please send your CV and cover letter in English and in pdf to BusinessITJobs@paralympic.org.

For this position, we will review applications and interview candidates on a rolling basis.

The IPC is an equal opportunity employer, and we especially encourage individuals with a disability and members of minority groups to apply; we support the relocation process and provide transitional accessible accommodation. For further information on the IPC, please contact us or visit our website under www.paralympic.org.

We look forward to receiving your application!

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