Job Title **:** **IT User Support Associate**

Date **:** **October 12, 2022**

Location **:** **Béni Mellal**

Project Description

FHI 360, a U.S.-based nonprofit organization, is seeking qualified candidates for the position of IT User Support Associate based in the Beni Mellal-Khénifra region to support the USAID-funded ISED-BK project to promote the socio-economic inclusion of marginalized groups in Morocco through the improvement and institutionalization of participatory governance and the enhancement of business and livelihood opportunities in the region. The position is based in Beni Mellal city, Morocco.

Description of the position:

The IT User Support Associate provides support to end-users of IT equipment, internal users and, if requested by FHI 360, project partners, and supports users on issues related to desktop computers, laptops, printers, network connectivity and remote access.

Key Duties & Functions

- Provides first line support to end users for PC, server or mainframe applications, and hardware through troubleshooting.
- Simulates or recreate processes to resolve operating difficulties and recommending system modifications to improve performance.
- Interacts with networking services, software systems, and applications as appropriate for problem resolution.
- Prepares PCs for deployment and provide education and/or training.
- Assists in supporting and training company users about online communication services and client hardware and software operating environments.
- Performs software installations on company computers and configures applications a specified.
- Maintains accurate information related to all IT-related matters as described above
- Carries out other related tasks as may be assigned.

Applied Knowledge & Skills:

- Working knowledge and understanding of a variety of technologies to effectively support IT end-users.
- Ability to interact with a broad range of end-users and use various technical resources to provide support.
- A willingness to increase knowledge and update skills as required.

- Ability to communicate effectively and tactfully with all levels of staff and individuals from diverse cultures, and the public.
- Ability to multi-task and self- motivate through assignments and routines.
- Excellent oral and written communication skills.
- Good Arabic, French and English language skills

Minimum Requirements:

- At least two years of experience in a relevant combination of providing end-user support for laptop, desktop and application software installing and upgrading, troubleshooting, and repairing laptop/computers in a network environment.
- Relevant formal education in information technology, vocational or specialized training.

To Apply

Please submit a copy of your CV and a cover letter to: Morocco.ISED@fhi360.org and put in the subject line of your message: "**IT User Support Associate**".

CVs will be reviewed as they are received and will continue to be received and reviewed until the position is filled. The selected candidate must commit to living full-time in Beni Mellal city.

The ISED-BMK project is strongly committed to hiring qualified women, young people and people with disabilities and would like to receive their CVs as well as those of other qualified people.

FHI 360 is an equal opportunity employer and does not discriminate on the basis of sex, race, ethnicity, religion, national origin, sexual orientation, disability, age or on any other basis unrelated to a person's skills and experience