

Job Trainee, IT Operations and Service Desk **(Temporary assignment, 11 months)**

The Organization

The Alliance of Bioversity International and the International Center for Tropical Agriculture (CIAT) deliver research-based solutions that harness agricultural biodiversity and sustainably transform food systems to improve people's lives. Alliance solutions address the global crises of malnutrition, climate change, biodiversity loss, and environmental degradation.

The Alliance works with local, national, and multinational partners across Latin America and the Caribbean, Asia, and Africa, and with the public and private sectors. The Alliance is part of CGIAR, a global research partnership for a food-secure future, dedicated to reducing poverty, enhancing food and nutrition security, and improving natural resources and ecosystem services.

With novel partnerships, the Alliance generates evidence and mainstreams innovations to transform food systems and landscapes so that they sustain the planet, drive prosperity, and nourish people in a climate crisis.

The Alliance is part of CGIAR, a global research partnership for a food-secure future.

<https://alliancebioversityciat.org/> www.cgiar.org

About the position

Based at the HQ of the Alliance of Bioversity International and the International Center for Tropical Agriculture (CIAT) in Rome, and under the supervision of the European IT Operations & Service Desk Coordinator, the incumbent will incumbent is required to work full-time **on-site at the office every day**, and perform IT Operations and Service Desk tasks, using established standard operating procedures.

Responsibilities

The specific tasks of the position include the following:

- Log all support requests using call-tracking software.
- Answer staff questions in person, by phone, and via the ticketing system.
- Capture and provide appropriate detail to ensure prompt resolution of incidents/requests and escalate promptly when required.
- Assist in documenting common issues and their resolutions.
- Install, configure, and maintain desktop and laptop computers, networks, printers, and software.
- Perform printer maintenance duties.
- Troubleshoot and resolve basic network access issues for end-users.
- Provide IT support to guests and visitors during meetings and conferences.
- Maintain, configure, and troubleshoot conferencing equipment.

- Perform basic administrative tasks.
- Provide regular feedback on operational and support experiences to the EU IT Operations & Service Desk Coordinator.
- Perform any other related duties as required.

Essential Requirements

- Secondary school education.
- Basic knowledge of user support for popular software, including Microsoft Office and Adobe products.
- Basic experience in setting up and troubleshooting PCs, printers, and networks.
- Basic knowledge of troubleshooting Windows desktop operating systems, such as user profiles on Windows 10 and 11.
- Familiarity with providing user support.
- Proficiency in both written and spoken English.
- Strong interpersonal and communication skills, with the ability to work effectively with individuals from diverse cultural and national backgrounds, showing courtesy and tact.
- Strong organizational and prioritization abilities.
- Client-focused with a service-oriented approach.
- Good time management skills and attention to detail.
- Eagerness to learn and experiment with new technologies.
- Enthusiastic about working in a dynamic, fast-paced environment.

Desirable Requirements

- Previous IT internships.

Terms of employment

This is a job traineeship, and the monthly salary is **Euro 1,217**. The contract is initially for a period of **eleven (11) months**, but extendable and renewable upon review of performance and funds availability.

Please note that eligible applicants must have the legal status to live and work in Italy:

- Be Italian nationals holding a valid passport or identity card.
- Or be EU citizens holding a valid passport or identity card and confirmation of registration from the Registrar's Office (Anagrafe).
- Or Non – EU citizens holding a valid Italian work permit (permesso di soggiorno per lavoro subordinato).

Applications

Please apply online through the website (<https://alliancebioiversityciat.org/careers>) no later than **7 November 2024**, attaching a **motivation letter** with names and email addresses of **at least three referees**, and a **curriculum vitae**, both in English.

Please note that only shortlisted candidates will be contacted.

Closing date for applications: 7 November 2024

We invite you to learn more about us at:

<http://alliancebioiversityciat.org>

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<https://alliancebioiversityciat.org/careers>

