

Zaman

COMMON MARKET FOR EASTERN AND
SOUTHERN AFRICA

MARCHE COMMUN DE
L'AFRIQUE DE L'EST ET
AUSTRALE



السوق المشتركة للشرق والجنوب الأفريقي

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Ref: CS/HR/1.3/JM

Date: 28th June 2024

VACANCY ANNOUNCEMENT UNDER COMESA SECRETARIAT REGULAR
ESTABLISHMENT

1. INTRODUCTION AND BACKGROUND

The Common Market for Eastern and Southern Africa (COMESA) is a regional economic community of 21 African States which have agreed to promote regional integration through trade development, investment promotion and transport facilitation. More information can be obtained from the COMESA website www.comesa.int.

Applications are invited from suitably qualified citizens of COMESA Member States residing in Zambia to fill the following vacancy position in the Regular Established Structure of COMESA Secretariat.

2. JOB DESCRIPTION

Job Title : Information and Communication Technology Maintenance Assistant (1 POST)

Grade : General Services, Level 8 (GS8)

Salary scale : COM\$9,542.13 - COM\$13,832.46 per annum

Division : Information and Communication Technology

Duty Station : Lusaka

REPORTING TO : Information Systems Analyst – LAN

**A. JOB PURPOSE**

To manage the configuration and deployment of end-user hardware (computers, printers, scanners, UPS, Smart Phone, IP Phone)

To ensure preventive maintenance of all end-user hardware and application software provided by COMESA.

B. MAIN DUTIES AND ACCOUNTABILITIES

Under the direct supervision of the Systems Analyst LAN and the overall supervision of the Director of Information and Communication Technology, the incumbent of the post will perform the following duties:

- i) Maintains computers, monitors, keyboards, mice and printers in the Secretariat to ensure they are functional;
- ii) Installs and configures computer hardware, operating systems and applications upgrades;
- iii) Supports paperless meetings and teleconferencing and video conferencing facilities, sets up online or virtual meetings using apps like Zoom, Teams, etc. for the Secretariat;
- iv) Diagnoses and fixes hardware/software faults and solves technical problems, either over the phone or face to face;
- v) Improve WAN and LAN Connectivity by cleaning up redundant network topologies and configurations;
- vi) Remove malicious software and viruses from the network by setting up and configuring content filtering and enterprise anti-virus solution;
- vii) Implement a web-based help desk system to record and maintain IT support calls;
- viii) Connects new computer equipment such as desktops, laptops, scanners, printers, as well as testing and fixing faulty equipment;
- ix) Analyse current procedures and practices used by user support team;
- x) Suggest and implement methods and structures to improve support team's functionality;
- xi) Upgrades computers to ensure computers have the latest systems and Antivirus updates and supports the roll-out of new applications;



- xii) Screens calls on the IT Support line and responds, reviews and resolves IT helpdesk requests, to ensure weekend system monitoring & support;
- xiii) Sets up new users' accounts and profiles, deals with password issues and works with users to identify computer problems, advises on the solution and conducts electrical safety, checks on computer equipment and replaces them or parts as required; and
- xiv) Install and update patch update system;
- xv) Monitor mail flow;
- xvi) Monitor and contain virus outbreaks;
- xvii) Monitor internet connectivity and speed;
- xviii) Ensure availability of network and server related spares;
- xix) Ensure that all software is fully licensed for legality and technical support;
- xx) Ensure that backups to external hard disks are taken consistently;
- xxi) Assist the IT support staff in resolving user client problems;
- xxii) Inspect, monitor and fine tune all network and communication infrastructure to ensure they are in good condition (Switches, routers, firewall, proxy servers, IP phones VSAT and video conferencing);
- xxiii) Performs other job-related duties as assigned by the supervisor from time to time.

C. MINIMUM ACADEMIC AND PROFESSIONAL QUALIFICATIONS

- i) Diploma in Information Systems and Programming
- ii) A Bachelor's degree in any of the above fields will be an added advantage
- iii) Professional Certificate in Information Technology, CCNA Cybersecurity Ops is desirable

D. PROFESSIONAL EXPERIENCE

Minimum of five (5) years post qualification experience in a similar position in a reputable Information Technology (IT) organization.

E. COMPETENCES AND SKILLS:



Specialised Knowledge in computer repair, computer networks and cybersecurity.

3. JOB DESCRIPTION

Job Title : Administrative Assistant (1 POST)

Grade : General Services, Level 8 (GS8)

Salary scale : COM\$9,542.13 - COM\$13,832.46 per annum

Division : Trade and Customs

Duty Station : Lusaka

REPORTING TO : Director; Trade and Customs

A. JOB PURPOSE

To provide secretarial and administrative support to Directors in order to ensure efficient and effective operations of the Division.

B. MAIN DUTIES AND ACCOUNTABILITIES

Under the direct supervision of the Director of the Division and overall supervision of the Director of Human Resources and Administration, you will provide the following secretarial services:-

(i) Assist the Director of Division in the day-to-day Administration of the Division by:-

(a) Maintaining records of leave, attendance, inventory, meetings etc.;

(b) Ensuring that the documents of the Division are free from errors of grammar, typing etc. and physically attractive in their presentation and binding;



- (c) Distributing work to the secretaries and other support staff within the Division;
- (d) Typing correspondence and documents; and
- (e) Briefing the Director of Division and reporting for any discrepancies, which may require his/her attention.

(ii) Carry out logistical functions by:-

- (a) Ensuring the supply of stationery and office requirements such as pens, pencils, staples, punchers etc;
- (b) Ensuring office furniture and equipment are available, functional and appropriate;
- (c) Ensuring that the offices, windows, Doors, walls and corridors are cleaned and are in such state as to allow the Proper circulation of air;
- (d) Ordering the repair of computers, furniture and equipment when necessary;
- (e) Providing rooms or space for heavy equipment such as photocopies; and
- (f) Assisting the Director of Division in allocating offices.

(iii) Make arrangements for meetings organized by the Division by:-

- (a) Booking the necessary conference facilities well in advance;
- (b) Checking from time that such booking remains valid until the meeting is held;
- (c) Liaising with the Conference Service of COMESA to ensure that the facilities are adequately and properly equipped;
- (d) Moving equipment to and from the place of conference when necessary;
- (e) Providing or ensuring the provision of support staff to meeting;
- (f) Supervising such staff during the meeting; and
- (g) Briefing the Chief of Division and drawing his attention to any problem(s) which may require his intervention.

(iv) Make travel arrangements for the professional staff of the Division and participants of meetings by:-



- (a) Contacting airlines, bus or train stations to find out flight, bus or train schedules and work out a proper itinerary in co-operation with the traveler;
 - (b) Working out the cost of travel;
 - (c) Checking the availability and balance of funds and advising the Chief of Division accordingly;
 - (d) Ensuring that travel is made by direct and least economical route taking account of individual entitlements under the applicable rules;
 - (e) Preparing and seeing through the finalization of the travel authorization form; and
 - (f) Maintaining up to date records.
- (v) Perform other functions as may be required by your supervisors from time to time.**

C. MINIMUM ACADEMIC AND PROFESSIONAL QUALIFICATIONS

- i) A minimum of a Diploma in Secretarial Studies/Administration and Business Studies or any Management field from a recognised Institution.
- ii) A Bachelor's degree in any of the above fields will be an added advantage
- iii) Professional Certificate in Secretarial and/or a Certificate in Shorthand Typewriting is desirable

D. PROFESSIONAL EXPERIENCE

Minimum of five (5) years post qualification experience in a similar position of which two (2) years should be working with the executive in an administrative or secretarial role.

E. COMPETENCES AND SKILLS:

Computer literate (Microsoft Word, Excel, Outlook and Microsoft Power Point, etc), excellent written and verbal communication skills, good time management capabilities and multitasking skills. Knowledge of travel logistics, report writing skills.

4. WORKING LANGUAGE REQUIREMENT



Applicants must be fluent in English and/or French and/or Arabic (speaking and writing). A combination of any two (2) or all these languages will be an added advantage.

5. ELIGIBILITY FOR APPLICATION

Applicants must be citizens of a COMESA Member country Residing in Zambia and aged below fifty-five (55) years at the time of submitting the application.

6. MODE OF APPLICATION

All applications MUST be submitted to the COMESA Secretariat on the prescribed COMESA APPLICATION FORM which can be accessed at the following COMESA website: <http://www.comesa.int/>, Opportunities, COMESA Job Application Format.

All Applications must be sent electronically to recruitment2024@comesa.int with the position being applied for in email subject line. Only short-listed candidates will be contacted.

Women are highly encouraged to apply

7. FINAL DATE FOR RECEIVING APPLICATIONS

All applications must reach the Director of Human Resources and Administration electronically by 18:00 hours on Friday 26th July 2024.

The Director of Human Resources and Administration
Common Market for Eastern and Southern Africa
COMESA Centre,
Ben Bella Road,
P.O Box 30051,
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Zambia
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