



## Job Announcement

### Information Technology Assistant

Information Technology (IT) Assistant is sought for an EU Project entitled “Strengthen the regional cooperation on migration management between Western Balkan and neighboring EU Member States in accordance with EU Acquis and international standards”. The Swedish Migration Agency of Sweden (SMA) will implement the project in partnership with the Commissariat for Refugees and Migration of the Republic of Serbia (SCRM). SMA is looking for a skilled and experienced IT assistant with comprehensive hardware, software and networking knowledge to provide IT and technical support to the project team in everyday work as well as to support the improvement of the project partner’s web learning platform.

Duty station: Belgrade, Serbia.

The envisaged period of the engagement: 01 September 2024 - 14 May 2026.

#### I. Tasks and responsibilities:

- Install, secure, maintain and update the project team's digital assets, networks and systems;
- Install the software, operating systems and digital tools;
- Update the project team's anti-virus tools, manage firewall security, ensure compliance and follow standard industry data protection protocols
- Support project staff in resolving technical issues related to devices, connectivity, storage and access, programs, etc.;
- Provide technical support to the project team during organisation of the project events (meetings, workshops, seminars and conferences) and in everyday work;
- In coordination with the IT section of the WB partner institutions conduct a needs assessment to identify their IT/technology requirements;
- Support project team in procurement procedure related to IT/technical equipment, preparation of specifications for procurement, vendor research, etc.;
- In cooperation with relevant project and partner staff prepare content, and documents to be uploaded to the project partner website;
- Development and translation of a user manual about the SCRM learning platform, its purpose and instructions to operate on it for online regional participation for WB partners;
- Organize online workshops/training sessions for project partners and other relevant stakeholders, about the training modules uploaded on the SCRM learning platform;
- Support the creation of a digital E-library on the SCRM’s website and digitalization of training curricula.

#### II. Qualifications and skills required:

- A Bachelor's degree in a technical field (Faculty of Electrical Engineering, Mechanical Engineering or similar) or secondary school with proven 5-year experience in the IT sector;
- Two or more years of related experience with computers and providing customer service in a





- technological environment;
- An in-depth understanding of basic computing processes and knowledge of networking and cybersecurity;
  - Familiarity with web learning platforms and experience in improving and maintaining such platforms, Moodle platform;
  - Knowledge of Windows operating systems and Microsoft Office Professional;
  - Knowledge of communication platforms Webex, Teams, Skype, etc.;
  - Knowledge of hardware and software installation, troubleshooting, and maintenance;
  - Excellent problem-solving skills, such as identifying sources, analysing potential solutions and selecting the most suitable options;
  - Excellent spoken and written command of English and Serbian (proficiency level);
  - Knowledge of multimedia, photo editing and graphic design programs would be an advantage;
  - Excellent skills in communication and working in an international environment;
  - Able to work independently and as part of a team;
  - Availability to travel in the country and abroad.

### III Selection procedure and deadlines for the submission of the applications

Qualified candidates should submit their application, including their Curriculum Vitae (Europass format<sup>1</sup>) and Cover Letter to the Swedish Migration Agency at the following e-mail addresses:

Ms Katarina Mlekov - [katarina.mlekov@migrationsverket.se](mailto:katarina.mlekov@migrationsverket.se)

Ms Milosava Smiljanic – [milosava.smiljanic@euproject.rs](mailto:milosava.smiljanic@euproject.rs)

The closing date for application is 30 July 2024. Incomplete applications or sent after the above deadline will be disqualified and treated as non-eligible.

The selection procedure will include job interviews and possibly employee assessment tests. Only those candidates that are short-listed for interviews will be notified.

The employer maintains the right to cancel the recruitment in case the project funding is not allocated.

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<sup>1</sup> <https://europass.cedefop.europa.eu/>

