

Terms of Reference

Technical Support Agent (Group IV)

Job family :	Logistics	Duty Station:	(KENYA/Nairobi)
Job category:	Technical Support Agent (Group IV)		
Line manager :	Administrative Coordinator	Supervision exercised :	
Back-up :	Administrative Assistant	Replacement :	

1. Job summary:

The job holder provides the overall management and execution of varied and inter-related upkeep and maintenance services to ensure the good running of the Office.

2. Responsibilities & Tasks:

Within delegated authority, the Technical Support Agent (Group IV) will be responsible for the following tasks:

Assets & Fleet management

- Supervises office drivers, maintains all records related to the use of ECHO vehicles such as vehicle daily log and vehicle history record, and regularly submits them to relevant administration staff;
- Advises on and follows-up the maintenance and insurance of the vehicles;
- Advises on maintenance of technical equipment and office building installations. Supervises works during execution;
- Follows-up the work of general services and maintenance agents;
- Monitors delivery of services by external contractors;
- Manages office stationery stock and non-ICT pool equipment.

Specific duties for the Technical Support Agent:

- Plays an active role in procurement of administrative property and various kinds of expendable supplies necessary for the smooth functioning of the office by foreseeing needs and proposing solutions;
- Provides support to projects related to office rent procedures, utilities, communications, security arrangements and other common services.

Inventory management

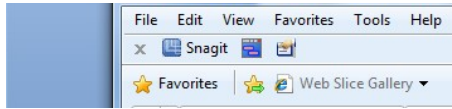
- Supports in the physical inventory verification by conducting fixed assets physical count;
- Supports the preparation of inventory reports;
- Labels assets and establishes ID forms.

Specific duties for the Technical Support Agent:

- Maintains records of non-expendable office equipment and furniture, timely reflects new entries in inventory cards.

TA Settlement and Protocol

- Provides assistance on all protocol matters with the Ministry of Foreign Affairs and other Local Authorities;
- Maintains internal system for tracking and follow up any protocol tasks;
- Performs the necessary steps in applying for exemption and customs clearance of vehicles to the responsible



Terms of Reference

Technical Support Agent (Group IV)

entities;

- Makes the necessary arrangements for the import and export of household goods for expatriate staff;
- Performs the procedures for obtaining visa and passport mission of expatriate staff, with the Ministry of Foreign Affairs of the country; Prepares necessary documents related to obtaining/extending of visa and work permit to personnel (including family members);
- Monitors the homes of expatriate staff in the absence (missions, holidays) under the guidance of the RFSO (Regional Security Officer).

Specific duties for the Technical Support Agent:

- Maintains contacts with relevant government organisation and their local representatives to ensure compliance with local rules and regulations;
- Supports the office staff in the event of urgent deployment to crisis areas.

Driver Duties (where applicable)

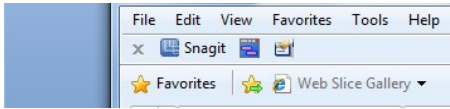
- Drives ECHO vehicles upon request and according to the information contained in the logistics board;
- Provides reliable and safe driving services by driving office vehicles for the transport of ECHO staff, EU officials and visitors and delivery and collection of mail, documents and other items;
- Meets EU officials and visitors at the airport and provides support with visa and customs formalities arrangement when required;
- Loads / unloads vehicle and ensures security of goods while in the vehicle;
- Ensures proper day-to-day maintenance of the assigned vehicle through timely minor repairs, arrangements for major repairs, timely changes of oil, check of tires, brakes and water levels, car washing, etc so that the vehicle is kept clean and in good running condition at all times;
- Ensures availability of all the required documents/supplies including vehicle insurance, vehicle registration, vehicle logs, check list, fuel form office directory, map of the city/country, first aid kit, and necessary spare parts in the assigned vehicle;
- Checks the weekly mission's schedule of the vehicle, anticipates needs and reports any changes in vehicle use plan;
- Ensures all preparations for field missions (vehicle, equipment, routes, contacts, etc..), under the supervision of the RFSO and the RLC;
- Ensures that the steps required by rules and regulations are taken in case of involvement in an accident;
- Report any accident or incident, even minor, to the RAC, and in his absence the Head of the RSO/Office immediately;

Messenger

- Goes to the bank and Post office (deposit, transfer cards take, remove checkbooks, etc..);
- Gets and delivers mail to the European Union Delegation, bank and Post Office;
- Carries and tracks documents sent to the Delegation for the respective signature;
- Ensures timely delivery of the diplomatic bag and distribution of mail in the ECHO office;
- Receives, sorts, distributes and dispatches all the incoming and outgoing mail;
- Delivers mail, internal correspondence, courier deliveries and packages within the office;
- Record details of outgoing courier packages. Prepare mail outs as required.

General Administration support

- Fills any document relating to logistics, according to ECHO procedures;



Terms of Reference

Technical Support Agent (Group IV)

- Plays an active role in the preparation of the ECHO seminars and workshops (i.e. hotel quotations, bookings, logistical support, accommodations, venue set up, transport arrangements, ICT set up, etc); Maintains administrative and logistical files with necessary confidentiality where required;
- Translates and interprets, as appropriate.

Specific duties for senior level Technical Support Agent:

- Assisting in the training, briefing and welcoming of newly recruited personnel;
- Drafting of administrative and financial notes for the ECHO-RSO Office on protocol, logistics, procurement, authorisation request (ARA), monthly report/s, etc.

Office specific responsibilities/tasks:

(When applicable)

- Undertakes any additional tasks as assigned by the Head of Office/RSO and/or Headquarters.

3. Competencies required:

Drive for Results - Medium level

Conduct in Service – Medium level

Working with others – Medium level

Managing & Organising information – Basic level

Strategic thinking and planning – Basic level

Communication – Medium level

Organisational Awareness – Basic level

Adaptability & Flexibility – High level

Leadership – Basic level

4. Job Requirements:

Education:

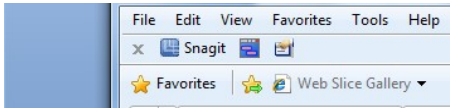
- Secondary education or equivalent. Must have a valid driver's license.

Knowledge and Experience:

- Minimum 3 years of relevant work experience at national or international level in the area of administration, protocol, procurement or logistics;
- Minimum 5 years of relevant experience driving 4wheel drives, with a safe driving record and specific driving experience in the sub-region if applicable;
- Basic knowledge of working processes (purchase orders, preparation of contracts for services and goods, etc);
- Previous experience in a Governmental or other International Organisation is an advantage;
- Good communication skills;
- Capacity to work in a multitasking position;
- Ability to work in a multicultural environment;
- Knowledge of communication equipment such radio, GPS is an advantage;
- Experience in the usage of computers and office software packages (MS Word, Excel, etc) .

Languages:

- Fluency in English (verbal & writing).



Terms of Reference

Technical Support Agent (Group IV)

- An excellent knowledge of (Swahili language)