

DETAILS OF THE POST
VIDEOCONFERENCING ASSISTANT
INTEGRATED INFORMATION SYSTEMS (IIS)

Applications are invited from interested and suitably qualified nationals of Caribbean Community (CARICOM) Member States and Associate Members of the Caribbean Community to fill the abovementioned position in the Caribbean Community Secretariat with assigned duty station in Guyana.

2. FUNCTIONS OF THE POST

Under the supervision of the Senior Project Officer, Integrated Information Systems (IIS), the incumbent is responsible for ensuring that all video and web conferences with Member States and other organizations are properly scheduled, coordinated, and executed with a high level of service delivery.

3. QUALIFICATIONS AND EXPERIENCE

Candidates must possess five (5) CXC/CSEC/GCE 'O' Levels subjects, including Mathematics and English Language, with Grades I and II, **plus** at least three (3) years of relevant experience in the administrative and technical support of web conferencing and videoconferencing and related technologies.

The incumbent must possess specialised training and good working knowledge in:

- Audio-visual equipment
- Videoconferencing
- Microsoft Office Suite
- Web conferencing tools
- Computer hardware and software troubleshooting
- Computer networking
- Customer service practices

4. DUTIES AND RESPONSIBILITIES

Key Result 1: Web Conferencing and Videoconferencing Scheduling and Administration

Activities

- 1.1 **RECEIVES** service requests from the meeting application and **ENSURES** that resources are available;
- 1.2 **LOGS** all video conference and web conferencing requests and **ENSURES** that immediate action is taken on the service needs;
- 1.3 **LIAISES** with internal and external clients to plan and organize web conferences and video conferences;

- 1.4 **INTERFACES** with facilities personnel on virtual meetings related to scheduling, operation and maintenance;
- 1.5 **INTERFACES** with other endpoint facilities across the region to ensure videoconference connectivity;
- 1.6 **CREATES** web links and **TESTS** Internet connectivity in preparation for web meetings;
- 1.7 **ASSISTS** with the monitoring of videoconferences to ensure that the meetings progress with high quality audio and video, and **TAKES** immediate corrective action in the event of a technical problem;
- 1.8 **PREPARES** a timely report on a videoconference session which addresses issues relating to problems encountered, and the action(s) taken;
- 1.9 **MAINTAINS** up-to-date information on equipment, inventory, and technologies in use, problem logs and other relevant data to improve overall system availability;
- 1.10 **MAKES** the necessary inputs to enable an accurate schedule of virtual meetings is published in the Videoconference Outlook Calendar; and
- 1.11 **PREPARES** a quarterly status report on the virtual meetings completed the reporting period.

Key Result 2: Web Conferencing and Videoconferencing Technical Support

- 2.1 **DETECTS** problem patterns and **ASSISTS** with corrective action(s); **REFERS** problems to the appropriate officer for necessary action;
- 2.2 **KEEPS** abreast of new developments in audio and video technology, both in the industry and in the CARICOM Secretariat;
- 2.3 **ASSISTS** with the testing of web conferencing and videoconferencing equipment and associated peripherals;
- 2.4 **ATTENDS** training programmes as required by the Secretariat and/or the vendor;
- 2.5 **ASSISTS** with the logging of IT support requests to the help desk application;
- 2.6 **REPORTS** any problems with the videoconference or web conferencing equipment; and
- 2.7 **ARRANGES** for the maintenance and repair of faulty equipment.

In addition to the Results and Activities outlined above, the incumbent is expected to perform any other relevant duties and responsibilities in keeping with job functions.

5. EMOLUMENTS AND BENEFITS

This is a J6 post. The salary range for this position is EC\$5,263.00 to EC\$6,106.00 per month.

6. RECRUITMENT AND APPOINTMENT

Appointment will be on the permanent establishment and subject to such staff rules and policies, rules, regulations, orders and instructions as exist and as may be introduced from time to time with respect to service with the Caribbean Community Secretariat.

7. LEAVE

The officer will be eligible for the grant of vacation leave at the rate of fifteen (15) working days a year and a leave grant after every twelve (12) months of service in respect of the officer, spouse and up to two (2) other approved dependents.

8. GROUP HEALTH AND LIFE AND ACCIDENT INSURANCE

Subject to acceptance by the Secretariat's insurance carrier, the Officer will be required to participate in the Secretariat's group health, life and accident insurance schemes. With respect to the health insurance, the Officer will contribute twenty-five per cent (25%) of the premium. The life and accident insurance scheme is non-contributory.

9. SUPERANNUATION

An Officer appointed to this post will be required to participate in the Secretariat's Defined Contribution Pension Plan and contribute 7 per cent of basic salary per month, while the Secretariat will contribute 13 percent of the Officer's basic salary to the pension plan.

10. APPLICATIONS

Applications in English Language with full curriculum vitae details, including the email addresses of three (3) referees (**at least two of whom must be familiar with the applicant's work**), should be addressed to:

**Adviser
Human Resource Management
Caribbean Community Secretariat
Turkeyen, Greater Georgetown, Guyana**

and sent via email to recruitment@caricom.org - The title of the vacancy should be clearly identified in the subject line of the email.

11. The deadline for the submission of applications is **Friday, 14 February 2025**.