



## ICT Assistant – Quality Assurance

<b>Job categories</b>	IT
<b>Vacancy code</b>	VA/2020/B5011/19678
<b>Level</b>	ICS-4
<b>Department/office</b>	NYSC, SDC, UN Technology Support Services
<b>Duty station</b>	Brindisi , Italy
<b>Contract type</b>	Fixed Term
<b>Contract level</b>	G4
<b>Duration</b>	1 Year (renewable subject to funds availability and satisfactory performance)
<b>Application period</b>	29-Apr-2020 to 13-May-2020

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

### Background Information - Job-specific

**\*\*\* THIS IS A LOCAL POSITION FOR WHICH ONLY APPLICANTS WHO POSSESS THE ITALIAN NATIONALITY OR A VALID RESIDENCE AND WORK PERMIT IN ITALY ARE ELIGIBLE FOR CONSIDERATION \*\*\***

This position is located in the UNGSC-B Office, Brindisi Italy, Field Technology Services. Incumbents will report to the Supervisor of Digital solutions Support Unit as First Reporting Officer and to the Chief Digital Solutions Support Unit as Second Reporting Officer.

This is a position in UNOPS for supporting projects carried out for the United Nations Secretariat. The incumbent of this position will be a staff member of UNOPS under its full responsibility.

## Functional Responsibilities

Within delegated authority, the ICT Assistant - Quality Assurance will be responsible for the following duties:

### Mobile Phone and SIM Card Administration

- Focal point for administrative and technical issues with mobiles and SIM cards.
- Assist the UNLB staff members in Italy and during their Mission about SIM card and mobile issue.
- Communicate to the users the UN rules and the correct use of mobile and SIM card.
- Inform users about the roaming cost sending detailed cost information.
- Issue and return mobile phone.
- Issue and return SIM card.
- Profile SIM card & Assign mobile phone and SIM to related Cost Center
- Distribute mobile accessories.
- Configuration and technical support of the assigned mobile phones.
- Deletion of user data on returned mobile.
- Management and update of the mobile and SIM card Database for Brindisi and Valencia.
- Management of sim cards and mobiles stock including tablets and other mobile devices
- Technical inspection of at R&I of mobiles and SIM cards
- Write-off & process mobile, Tablet and other UN equipment
- Use of the Provider Web-interface for SIM and mobile phone management.
- Manage the purchase of accessories for mobiles, tablets and other portable devices.
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**Interaction with Vendors**

- Manage the insurance & replacement of mobile phones.
- Initiate and manage the process for lost or stolen mobiles, follow up and assist with police reports;
- Activation // Deactivation of SIM cards & manage respective profiles;
- Client interaction and vendor interface to resolve SIM status & mobile issues;
- Assignment or modification the cost Center of a mobile or SIM card.
- Ordering new mobiles and SIM cards to add to stock.
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**Management of UN Property stock for mobile phone and tablet**

- Maintain and manage the stock of mobiles, accessories, tablets etc.
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**Management of Satellite mobile phones and SIM card**

- Issue and return of satellite mobiles.
- Configuration of satellite SIM cards.
- Check of expiration (date or time) for every satellite SIM cards.
- Management of the satellite database record.
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**Local Office Telephony**

- Activation and deactivation of Speed dial on Call Manager
- Activation and deactivation of pin codes on Call Manager
- Activation and deactivation of program and active desktop telephones
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**Management of IVR applications**

- Revision and maintenance of the applications on CCX
- Document the various IVRs actually running on CCX
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**Management of Check-in/Check-out process**

- Process FSS users' check-in/check-out through the issuance/return of SIM card and mobile devices, the activation/deactivation of sim cards and related speed dials and Pin code
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**Dealing with Courier Shipment service**

- Reception and inspection of Material received by the Vendor.
- Replenishment of the stock with the material received.
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

**IV. Impact of Results**

Provides effective information technology support to IT staff and users in installation, operation, maintenance, and service delivery of hardware and software at UNHQ as well as OAHs, Peacekeeping Missions, and Permanent Missions.

**Education/Experience/Language requirements****Education:**

- High school diploma or equivalent.
- ITIL certification a plus.

**Experience:**

- Minimum four (4) years of experience in IT administration is required.
- Experience in client interaction and vendor management for services is required.
- Budget and general administrative experience is a plus.
- Experience in programming desktop telephones and managing fleets of mobiles and other mobility tools is a plus.

## Language Requirements:

- English is the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required.
- Knowledge of Italian, Spanish or another official United Nations language is an advantage.

## Competencies



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

## Contract type, level and duration

Contract type: Staff

Contract level: G4

Contract duration: One year initially, renewable subject to satisfactory performance and funding availability

For more details about United Nations staff contracts, please follow this link:

<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/UN-Staff-Contracts.aspx> (<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/UN-Staff-Contracts.aspx>)

## Additional Considerations

- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- **Qualified female candidates are strongly encouraged to apply.**
- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

*It is the policy of UNOPS to conduct background checks on all potential recruits/interns.*

*Recruitment/internship in UNOPS is contingent on the results of such checks.*

## Background Information - UNOPS

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

## Working with us

UNOPS offers short- and long-term work opportunities in diverse and challenging environments across the globe. We are looking for creative, results-focused professionals with skills in a range of disciplines.

## Diversity

With over 4,000 UNOPS personnel and approximately 7,000 personnel recruited on behalf of UNOPS partners spread across 80 countries, our workforce represents a wide range of nationalities and cultures. We promote a balanced, diverse workforce — a strength that helps us better understand and address our partners' needs, and continually strive to improve our gender balance through initiatives and policies that encourage recruitment of qualified female candidates.

### **Work life harmonization**

UNOPS values its people and recognizes the importance of balancing professional and personal demands.

### **Background Information: Sustainable Development Cluster (SDC)**

Based in New York, the Sustainable Development Cluster (SDC) supports diverse partners with their peacebuilding, humanitarian and development operations.

The SDC's services include grants management, development and special initiatives support, and technology support to the UN and UN agencies.

The SDC is part of the New York Service Cluster that supports the United Nations Secretariat, as well as a broadening community of other New York-based United Nations organizations, bilateral and multilateral partners in the delivery of UNOPS mandate in project management, infrastructure management, and procurement management.

### **DISCLAIMER**

The screening of your application will be conducted based on the information in your profile. Before applying, we strongly suggest that you review your [UNOPS Jobs profile](https://jobs.unops.org/pages/User/CreateProfile.aspx) (<https://jobs.unops.org/pages/User/CreateProfile.aspx>) to ensure completeness, especially the education and experience sections.

### **RELEVANT STORIES**

- "I am very proud to be a member of the UNOPS family. The projects and partners we work with really benefit those who need it most"

#### **Vicente Huaquisto**

Driver At Unops In Peru

- "While the JPO programme was a learning experience for me, I was also able to share my own knowledge and skills with those I supervised later on."

**Pierre Jullien**

Director And Representative, Côte D'ivoire Operations Centre

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