



ICT Assistant, Multiple positions

Job categories	IT
Vacancy code	VA/2020/B5011/19721
Level	ICS-4
Department/office	NYSC, SDC, UN Technology Support Services
Duty station	Brindisi, Italy
Contract type	Fixed Term
Contract level	G4
Duration	1 Year (renewable subject to funds availability and satisfactory performance)
Application period	29-Apr-2020 to 21-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 ARE ITALIAN OR EUROPEAN UNION CITIZENS OR APPLICANTS WHO POSSESS 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 will be responsible for the following duties:

Desktop Administration and Configuration:

- Checks if personal computers are running the UN software delivery system to ensure that software distributions are being delivered correctly.
- Provides support on VM ware and Desktop VDI Services.
- Keeps software distribution, scripting, testing and support services updated.
- Supports in executing beta testing, production and post-production rollout.
- Assists the Help Desk in 1st & 2nd level desktop troubleshooting.
- Keeps files (electronic and paper) and internal databases updated.
- Performs other duties as may be reasonably required and in line with the incumbent's scope of services above.

Server Operations and Administration:

- Supports in the Routine installation, configuration, testing and deployment of server hardware and software, including Local Area Network, Operating Systems, Electronic mail, Unix, Linux, Lotus Notes, Citrix, Database systems, Internet Web software, firewall, Domain Name Server (DNS), DHCP, mail relay, and various security software.
- Performs monitoring of server systems.
- Provides 1st level support in the troubleshooting of server systems as directed and, If the problem persists, escalates to higher level in accordance with procedures.
- Monitors 24x7 operations of the assigned systems.
- Responds to requests from user offices and support the deployment/configuration of systems so as to conform to infrastructure standards.
- Performs backups of servers following standard backup procedures as directed.
- Collects various statistics on the performance and reliability of server systems for pertinent reports.
- Stores and maintains the documentation of server systems, pertinent to operations and system administration.
- Performs other duties as may be reasonably required and in line with the incumbent's scope of services above.

Service Installation and Support:

- Collects and logs problem calls or service requests in the automated tracking system with minimum delay.
- Attempts to resolve as many problems calls or service requests on initial contact according to guidelines.
- Schedules service requests and performs equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
- Provides support in diagnosis and resolving hardware, software, or connectivity problems with minimum delay.
- Provides step-by-step guidance to end-users on the use of standard systems.
- Logs all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, etc.
- Escalates problems to the ICT Senior Assistant in accordance with established procedure;
- Keeps abreast of developments in technology both in the UN and in the industry in general.

- Performs other duties as may be reasonably required and in line with the incumbent's scope of services above.

Procurement and Logistics:

- Receives, unpacks, and inspects all incoming assets and enters assets and asset transactions into the automated inventory management system in accordance with established procedure.
- Obeys and enforces all security procedures.
- For stock purchases under \$1000, defers to ICT senior assistant for advice.
- Troubleshoots, cleans, and repairs/rebuilds equipment.
- Sorts, compiles, and stores equipment in accordance with work orders and/or equipment condition.
- Monitors inventory levels and alert supervisor when low thresholds are reached.
- Keeps abreast of developments in technology in the UN and in the industry in general.
- Performs other duties as may be reasonably required and in line with the incumbent's scope of services above.

Service Coordination:

- Cooperates with other areas of ITSD to facilitate completion of service requests.
- Supports in the quality assurance procedures to ensure client satisfaction.
- Escalates problems encountered to the supervisor.
- Keeps abreast of latest ITSD standards and technology.
- Performs other duties as may be reasonably required and in line with the incumbent's scope of services above.

Physical Requirements:

- May be required to lift, move, mount, or store equipment weighing up to 50 lbs, or up to 80 pieces of equipment on a daily basis.
- May be required to work on shift assignments on weekdays to maintain the service coverage from 08:00 to 18:00. Occasionally, on average once a month, the incumbent may be required to work ad-hoc assignments during evenings or early mornings of working days as well as holidays and weekends.
- May be required to visit user's premises to resolve problems on their servers or desktop PCs.
- May require the ability to cope with the working conditions of the Data Centre where the level of noise and electro-magnetic fields may be slightly higher than the normal office environment while the temperature may be lower.

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.
- University Degree (Bachelor's or Master's) is desirable and may substitute for some of the required number of years of experience.
- ITIL certification is required.
- CCNA, Windows Server Administration or VMWare certification is required.
- Advanced Education in Information technology such as ECDL is desired.

Experience:

- Minimum four (4) years of experience in information technology or related area is required.
- Minimum three (3) years of experience in VM Ware support and VDI environment is required
- Experience in information systems analysis and programming (such as scripting), systems administration and maintenance, IP Telephony is desired.

Language Requirements:

- For the post advertised, fluency in oral and written English is required.
- Knowledge of 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
- 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

- "Each place that I work in has so much history and culture to explore and I am lucky enough to enjoy it all, while helping improve the health of local communities"

Nang Shri Seng Lao

Unops Logistics Officer, Myanmar

- "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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