



## VACANCY ANNOUNCEMENT NO 52381

<b>Organizational Unit:</b>	WFP Iraq Country Office in Iraq
<b>Duty Station:</b>	Baghdad- Iraq
<b>Functional Title:</b>	IT Associate (SCOPE)
<b>Contract Type and Duration:</b>	Service Contract (SC)
<b>Date of Issue:</b>	07 May 2017
<b>Closure Date:</b>	21 May 2017

### ORGANIZATIONAL CONTEXT

At this level job holders are expected to demonstrate responsibility and initiative to respond independently to queries with only general guidance. There is a requirement to use judgment in dealing with unforeseen problems on a daily basis.

### JOB PURPOSE

To provide technical support on the development, maintenance, testing and implementation of a portion of IT solutions in line with business requirements.

### KEY ACCOUNTABILITIES (not all-inclusive)

#### Data Modelling and Extraction:

Within delegated authority, the Staff Member is in charge of the technical processes to extract reports related to SCOPE rollouts, in order to provide Programme with near real-time data mechanisms. S/he participates in data collection, review and cleansing, ensuring the accuracy of beneficiaries' data for further upload to SCOPE.

The Staff Member will also be expected to carry out other tasks that may initiate during the course of the appointment as and when needed, such as:

- Assist in data collecting from beneficiaries ,design cleansing process and maintain Database in different format (Excel & Access)
- The Staff Member is in charge of the technical processes to extract reports related to SCOPE templates, in order to provide Programme with near real-time data mechanisms. he participates in data verifications , ensuring the accuracy of beneficiaries' data
- Coordinate the database sharing within defined datelines for updates and complains.
- Ensure timely and quality delivery of beneficiary data for further send it WFP.
- Ensure the security, reliability and availability of data is guaranteed
- Design reports and dashboards for data analysis and analyze pre and post distribution lists
- Report continuously on database analysis findings and challenges faced.
- Supervise, coordinate and report on the reconciliation exercise between distribution plans and actual redemptions.

#### Hardware Support and Management:



- Within delegated authority, the Staff Member is in charge of the technical implementation of the SCOPE infrastructure.
- S/he deploys the WFP standard SCOPE hardware and software, such as offline workstations, Point of Sales, webcams and fingerprint readers; as well as applications and programs, utilities and auxiliary software.
- S/he makes sure that equipment assigned to Cooperating Partners is accounted for and tracked appropriately.

**Users' support:**

- Within delegated authority, the Staff Member performs analysis, diagnosis, and resolution of IT problems for end-users (Retailers, Registrars, CPs etc.), implementing corrective solutions as required.
- S/he regularly monitors ticketing systems and shared mailboxes, keeping in contact with users on a regular basis.
- The Staff Member will also assist the SCOPE Coordinator in drafting lessons learnt, technical documentation and handover documentation for regular operations, first and second level support.

**Second Level Support:**

- The Staff Member communicates with the centralized SCOPE Support, following-up on all pending tickets and working with the different teams;

**4Ps CORE ORGANISATIONAL CAPABILITIES**

**Purpose**

- Understand and communicate the Strategic Objectives: Coaches team in the most effective ways to communicate WFP's Strategic Objectives to WFP team and partners in the field.
- Be a force for positive change: Implements new methods or tools to improve team's work processes and productivity.
- Make the mission inspiring to our team: Maps team's activities and tasks to specific successes in beneficiary communities to showcase positive impact.
- Make our mission visible in everyday actions: Explains to teammates how each unit contributes to the overall WFP mission.

**People**

- Look for ways to strengthen people's skills: Identifies skill development opportunities such as training modules or on-the-job experiences for self, colleagues and direct reports.
- Create an inclusive culture: Facilitates team building activities to build rapport in own unit.
- Be a coach & provide constructive feedback: Facilitates the pairing of junior colleagues with coaches within own team.



- Create an “I will”/”We will” spirit: Proactively anticipates potential challenges and develops mitigation plans to ensure that team meets goals and targets.

### Performance

- Encourage innovation & creative solutions: Identifies opportunities to be creative in own work and to help team be more innovative and accurate in their respective tasks and areas of work.
- Focus on getting results: Monitors team’s deliverables and provides feedback to ensure outcomes are delivered consistently and accurately.
- Make commitments and make good on commitments: Provides accurate guidance to team on expected responsibilities and tasks, whilst also upholding own commitment to the team.
- Be Decisive: Sets an example and provides guidance to junior team members on when to escalate issues when faced with challenging issues in the workplace or in the field.

### Partnership

- Connect and share across WFP units: Facilitates partnerships with other WFP units to accomplish missions in the field.
- Build strong external partnerships: Sets an example and provides guidance to team on how to build relationships with external partners.
- Be politically agile & adaptable: Articulates to colleagues or direct reports the value of contributing to other WFP teams and agency partnerships in fulfilling WFP’s goals and objectives.
- Be clear about the value WFP brings to partnerships: Organizes, monitors, and prioritizes own and team’s efforts to ensure that they will fulfill the needs of internal and external partners.

## FUNCTIONAL CAPABILITIES

Capability Name	Description of the behaviour expected for the proficiency level
<b>Governance, Strategy and Architecture</b>	Demonstrates awareness of overall IT governance structure and system architecture development to support the process and assist in design of interaction between systems.
<b>Change Implementation, Project Management, Planning and Optimization</b>	Has basic understanding of project management principles to provide basic estimates on timing, resource utilisation and costs to facilitate the project planning process.
<b>Technical Expertise</b>	Continuously updates one’s own knowledge about new technologies and product modifications; Is sought out for advice/expertise and recognized internally as an important technical reference.
<b>Requirement Definition &amp;</b>	Asks meaningful and appropriate questions to understand and



<b>Management</b>	translate business requirements into desired technical functionality.
<b>System Design</b>	Able to analyze broad product/service functionality to coordinate design of new technology or assist in technology integration/enhancements.
<b>Solution Development</b>	Designs, codes, tests, corrects, and documents programs from supplied specifications, using agreed standards and tools.

### STANDARD MINIMUM QUALIFICATIONS

**Education:** Bachelor degree or equivalent in political science, economics, statistics, information management.

**Language:** Fluency level C in both oral and written communication in English and Arabic. Knowledge of other UN language is considered an asset.

**Experience:**

- Experience in troubleshooting different IT devices include (but are not limited to) computers data card printers, fingerprint readers, databases, point of Sale devices etc.
- Experience in data processing, analysis, reporting, preferably in an Information Technology department.
- Experience in the field of information technology, preferably as Database administrator.

**Nationality and Residency:** The applicant should be either an Iraqi national or have a valid Iraqi residence/ work permit at the time of application.

### DESIRED EXPERIENCES FOR ENTRY INTO THE ROLE

- Has aided IT team members in building technical skills and staying abreast of industry developments.
- Has gained knowledge of technical issues through exposure to IT operations.
- Has experience in report writing.

### HOW TO APPLY:

**Internal candidates (please use your internal profile):**

1. To view the job description and apply to this vacancy please go to:

<https://performancemanager5.successfactors.eu/sf/jobreq?jobId=52381&company=C000168410P&username=>



2. Click on “Apply” to submit your application (please note that you must complete your CV on line in order for your application to be properly submitted).

**External Candidates:**

1. To view the job description and apply to this vacancy please go to:

<https://career012.successfactors.eu/sfcareer/jobreqcareer?jobId=52381&company=C0000168410P&username=>

2. Click on “Apply”
3. Click on Create an account (if not created already)
4. Create your online CV
5. Apply

- Female candidates are encouraged to apply.
- Only candidates who are short-listed will be contacted
- Applications must be submitted online (use English language)