



**United Nations Investigative Team to promote accountability for crimes  
committed by Da'esh / ISIL**

**UNITAD**

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**JOB POSTING DETAILS**

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**Posting Title:** Information Technology Assistant (GL 5) – (2 posts)

**Opening Number:** UNITAD-2020-IC-005

**Department/Office:** United Nations Investigative Team to promote  
accountability for crimes committed by Da'esh / ISIL  
(UNITAD)

**Location:** Baghdad, Iraq

**Type of Contract:** Individual Contractor

**Duration of Contract:** Six (6) months with the possibility of extension

**Posting period:** 7 April – 20 April 2020

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**United Nations Core Values: Integrity, Professionalism, Respect for Diversity**

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**Special Notice:**

UNITAD invites all interested and qualified candidates to apply for the announced position.

*Important Notice:* Interested candidates should complete the attached United Nations Personal History form (P.11), and forward electronically at the following email address: [UNITAD-Staffing@un.org](mailto:UNITAD-Staffing@un.org). Therefore, only applications made via the UN P-11 form will be considered, and incomplete P-11s will not be processed. (CVs and other agencies forms will not be considered either). Additionally, please do not submit any supporting documents such as diplomas /

educational certificates. These documents will be requested only from those candidates who have successfully passed the assessment / interview process.

Posting Title and Opening number MUST be indicated in the subject of your e-mail application.

Short-listed candidates may be requested to sit for written (and/or technical test) in addition to an interview.

Only shortlisted candidates will be contacted and advance to the next stage of the selection process.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

### **Org. Setting and Reporting:**

These individual contractors are located within the United Nations Investigative Team to promote accountability for crimes committed by Da'esh / ISIL (UNITAD) and will be based in Dohuk, Iraq.

UNITAD was established by the Secretary-General pursuant to Security Council resolution 2379 (2017), according to which it is mandated to support domestic efforts to hold ISIL (Da'esh) accountable by collecting, preserving and storing evidence in Iraq of acts that may amount to war crimes, crimes against humanity and genocide committed by the terrorist group ISIL (Da'esh) in Iraq.

### **Responsibilities:**

Under the direct supervision of Information Technology Officer, the incumbent will be responsible for the following duties:

- Provides ICT Technical Support to Users on-site.
  - Acts as Tier 1 technical support and resolves Incidents and Service Requests
  - Follows up face to face or remotely with the users until the Incident Resolution or Service Request Fulfillment.
  - Communicates with the users and keeps users informed using Service Support Application tools and in person, as per the Service Level Agreement (SLA) with users.
  - Creates immediate workarounds for User Requests which cannot be resolved within the Service Level Agreement (SLA).
  - Installs, maintains, troubleshoots, operates and repairs all Communication Configuration Items (CI) used by end-users in his/her location.
  - Reports any potential Problems relating to the reoccurring Incidents to the Team Leader.
  - Anticipates Incidents and makes suggestions for more efficient user support.
  - Records all the above meticulously in the Service Support Application System.

- Provides Technical Assistance on Telecommunication Infrastructures and Operations.
  - Assists in operation and maintenance of Local Area Network Operations (LAN) inclusive of monitoring the performance of the LAN, Metropolitan Area Network (MAN) and highspeed Internet access facilities.
  - Assists in the operation and maintenance of voice and messaging, operations including analyses, reviews requests for telephone services.
  - Assists in the operations and maintenance of Radio Communications Installation and tests of various telecommunications systems and networks to include Local-, Metro- and Wide Area Networks including VSAT installation and maintenance.
  - Installs, configures and tests radio communications (VHF / HF / UHF) hardware/software using available radio communication and infrastructure.
  - Assists in operation and maintenance of audio/visual conference services which includes installation, configuration and testing audio, video conference and desktop video conference hardware/software, using available communication and network connectivity.
  - Assists in installation, operation and maintenance of security equipment like X-ray machines, Walk Through Metal Detectors (WTMDs), Closed Circuit Television (CCTVs), and so on.
  
- Cabling support required to strengthen the FTS backbone providing resiliency and redundancy expected in a modern network.
  - Assist with structured cabling and its backbone enhancement as required. Cabling can be laid using any path identified by relevant technician.
  - Install cables as required in cable trays from distribution points within rooms to wall outlets and termination as required.
  - Install cable trays, wall outlets, and so on, as required in order to support the laying of new cables.
  
- ICT Equipment installation and relocation as required.
  - Install ICT equipment as required within the compounds.
  - Install/mount wireless equipment as required and directed.
  - Install/Mount Communication equipment as required.
  - Relocate equipment as required.
  
- Assists with any other duties as required

## **Competencies:**

**Professionalism:** Good analytical and problem-solving skills, plus the ability to handle a range of information and communications equipment. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges;

remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

**Teamwork:** Good interpersonal skills; ability to work in multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

**Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

**Technological Awareness:** Keeps abreast of available technology understands applicability and limitation of technology to the work of the Office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

**Education:** High School or equivalent diploma is required. Supplemental courses/technical certificates in Information Technology or supplemental training on the changes in information technology is highly desirable.

### **Work Experience:**

Minimum of 4 years relevant experience in the Information and Telecommunication Technology field. Working knowledge of ICT infrastructure and systems of medium to large organizations is desirable. Manpower must be physically able to work in the extreme environment of Duhok location, as outside cabling in the extreme temperatures may be required (due consideration will be made to constraints), and should be able to lift and install ICT equipment.

### **Languages:**

English and French are the working languages of the United Nations Secretariat. For the position advertised, working knowledge of English is required. Ability to communication in Arabic is essential.

### **Assessment Method:**

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

### **United Nations Considerations:**

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of

the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.

**No Fee:**

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.