

TERMS OF REFERENCE

I. Position Information

Job code title:	ICT Support Assistant, UNOCHA-Iraq
Pre-classified Grade:	GS5
Type of contract	Fixed Term Contract
Supervisor:	ICT Officer
Duty station:	Erbil
Contract Period:	One-year renewable
No of Positions:	One
Closing Date for Applications:	30 September 2020

II. Organizational Context

Under the guidance and direct supervision of the Information Communication Technology (ICT) Officer, the ICT Support Assistant provides support to clients of ICT Support Assistant and administrative support services to OCHA office in Erbil, provides daily technical support to users of information management tools and technology infrastructure. The ICT Support Assistant promotes a client-oriented approach.

The ICT Support Assistant works in close collaboration with OCHA staff, UNAMI ITS team in Erbil, UNAMI ITS team in Baghdad for resolving ICT-related issues.

III. Functions / Key Results Expected

Summary of key functions:

- Implementation of ICT management systems and strategies
- Effective functioning of the CO hardware and software packages
- Support to networks administration
- Provision of administrative support
- Facilitation of knowledge building and knowledge sharing

1. Supports **implementation of ICT management systems and strategies**, focusing on achievement of the following results:

- Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment.

- ❑ Support to the use of MS 365 Suite including MS teams functionality for improved business results and improved client services.
- ❑ Maintain the CO data in teams site and SharePoint.
- ❑ Maintain and update 3W (Who is doing What and Where) Database, granting the right access to the staff member.
- ❑ Develop user manuals and provide trainings.
- ❑ Recieve, evaluate, and prioritize requests for assistance from staff in Libya CO experiencing problems with hardware, application software, operating systems and other computer-related issues.
- ❑ Provision of inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures (SOPs).
- ❑ Grant all ICT on-boarding requirements for new staff.
- ❑ Provision of inputs to preparation of results-oriented work-plans.

2. Ensures **effective functioning of the CO hardware and software packages**, focusing on the achievement of the following results:

- ❑ Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- ❑ Assistance in the installation of commercial and in-house developed software and related upgrades
- ❑ Assistance in upgrading patch and anti-virus programs on a timely basis.
- ❑ Monitoring of file server traffic, usage and performance on a frequent and regular basis.
- ❑ Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.
- ❑ Regularly Backup for MS. Outlook server and Common Drive

3. Supports **networks administration**, focusing on achievement of the following results:

- ❑ Assistance in trouble-shooting and monitoring of network problems.
- ❑ Response to user needs and questions regarding network access.
- ❑ Assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance to organization of off-site storage of backups.

4. Provides **administrative support**, focusing on achievement of the following results:

- ❑ Maintain server and the Data Warehouse
- ❑ Maintenance of an up-to-date inventory of software and hardware.
- ❑ Maintenance of a library of ICT related reference materials.
- ❑ Maintenance of the ICT inventory and stock of supplies and spare parts in cooperation with OCHA Administration Unit.
- ❑ Maintenance of the filing system ensuring safekeeping of confidential materials.
- ❑ Extraction of data from various sources.
- ❑ Research and retrieval of I-data from internal and external sources; preparation of statistical charts, tables and reports as required.
- ❑ Provision of ICT support to key events.
- ❑ Facilitation of daily and weekly meeting requirements with close coordination with admin team.
- ❑ Supporting all staff for mailing group updates.

5. Ensures **facilitation of knowledge building and knowledge sharing in the CO**, focusing on achievement of the following results:

- Participation and assistance in the organization of training for the CO staff on ICT issues.
- Sound contributions to knowledge networks and communities of practice.

IV. Impact of Results

The key results have an impact on the overall efficiency of the Country Office including improved business results and client services. Forward-looking ICT management has an impact on the organization of office management, knowledge sharing, and information provision.

V. Competencies and Critical Success Factors

Corporate Competencies:

- Demonstrates commitment to OCHA’s mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Demonstrating/safeguarding ethics and integrity
- Self-development, initiative-taking
- Acting as team player and team work

Functional Competencies:

Knowledge Management and Learning

- Shares knowledge and experience and provides helpful advice to others in the office
- Ability to develop systems for structuring, codifying and providing access to information and knowledge

Development and Operational Effectiveness

- Ability to provide basic/complex IT support services
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP
- Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems
- Ability to perform work of confidential nature and handle a large volume of work
- Some experience in client support, such as, a Help Desk or User Support Unit,
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems

Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates openness to change and ability to manage complexity

VI. Recruitment Qualifications

Education:

Education:

University degree (Bachelor’s degree or equivalent). High School Certificate in combination with qualifying experience may be accepted in lieu of the university degree.

Experience:

Minimum of 2 years of work experience for Bachelor’s degree holders and 5 years for high school graduates with

	progressively responsible experience in risk management or analysis, preferably in the security context or related field of work. Prior experience with the UN system or an international NGO is desirable
Experience:	5 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities. Familiar on outlook application is desirable Knowledge of Windows-based packages/applications. Experience in IT, including Networking and Server installation and administration.
Language Requirements:	Fluency in English, Kurdish is a must, Arabic is desirable.

How to Apply

Complete a UN Personal History Profile form in English(**P.11**) . This can be downloaded from:

[http://sas.undp.org/Documents/P11 Personal history form.doc](http://sas.undp.org/Documents/P11%20Personal%20history%20form.doc)

Note: The Personal History Profile form must be completed as indicated, including all previous employment titles, **month and date of employment**, and previous supervisor contact information. Applicants' eligibility cannot be fully assessed if the Personal History Profile is not properly completed.

- **Please attach your education certificate.**

Kindly forward your completed P11 to the email address aziz8@un.org indicating the **Post Title and the duty station** in the e-mail's subject, before the **deadline of 30 September 2020**