

(UNMIL)

Vacancy Announcement- Internal/External

| | |
|---|--|
| Vacancy#: UNMIL-ISS-CITS-12-2049 | Deadline: Monday 26, March 2012 |
| Post Title: Information Technology Assistant (One position) | Level: GL-4 |
| Organizational Unit: Regional Support-Sector B-1/Communications & Information Technology Section (CITS) | Location: Voinjama |
| Initial Appointment: Initial one (1) year subject to funding of the posts and satisfactory performance | IMIS Post #: 81733 |
| | Indicative Minimum Annual Gross Salary: USD 10,900.00 |
| <p>UNMIL invites qualified external/internal applicants to apply for the position highlighted above. Applicants are requested to complete form P.11 available at UNMIL Human Resources Management Section and attach copies of the following: Proof of Liberian nationality (Birth certificate/ Passports), educational certificates and reference letters from previous employers. Incomplete P.11 forms will not be processed.</p> <p>Please note that you can also apply by email to unmilrecruitment@un.org. Kindly note that applications upon receipt will be reviewed and only short-listed candidates will receive acknowledgement.</p> | |

Organizational Setting and Reporting Relationships: This position is located in Sector B-1 Voinjama Regional Support Unit of Communications and Information Technology Section. The Incumbent reports to the Regional Administrative Officer (RAO), in Voinjama.

Description of Main Duties:

Under the direct supervision of the Regional Administrative Officer (RAO), the incumbent will perform the following duties:

Desktop Administration and Configuration

Assist in performing software distribution updates, scripting, testing and support.
 Performs research into new versions of centrally supported software and performs beta testing, production rollout and post production support.
 Performs 2nd level desktop troubleshooting in conjunction with the Help Desk.
 Maintains and updates files (electronic and paper) and internal databases.

Server Operations and Administration

Assists in routine administration, operation, technical support, and monitoring of server systems.
 Undertakes routine troubleshooting of server systems. If the problem persists, escalates to higher level in accordance with procedures.
 Performs routine 24x7 operations of assigned systems.
 Assists in responding to requests from user offices and assists in deploying/configuring systems so as to conform to infrastructure standards.

Service Installation and Support

Receives and logs problem calls or service requests in the automated tracking system with minimum delay.
 Attempts to resolve as many problem calls or service requests on initial contact.
 Performs tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
 Diagnoses and resolves any hardware, software, or connectivity problem with minimum delay.
 Escalates problems to the appropriate parties in accordance with established procedure;
 Keeps abreast of developments in technology both in the UN and in the industry in general.

Procurement and Logistics

Receives, unpacks, and inspects all incoming assets.
 Troubleshoots, cleans, and repairs/rebuilds equipment.

Service Coordination

Escalates problems encountered to the supervisor.
 Keeps abreast of latest ITSD standards and technology.

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.

Results expected:

To provide effective information technology support to CITS staff and users in installation, operation, maintenance and service delivery of hardware and software within the Mission.

Competencies:

Professionalism- Good knowledge of relevant UN Rules & Regulations, administrative procedures and policies; excellent customer service and technical skills, and ability to relate with all users; work calmly whenever under pressure; follow through on commitments and prioritize the workload.

Client Orientation- Considers all those to whom services are provided to be 'clients' and seeks to things from the clients' point of view; establishes and maintains productive partnerships with clients through existing communications means; aims to gain clients' trust and respect through the Service Desk function; tolerates all clients and keeps them informed of the progress of their tickets; tries to meet the timelines for the service desk delivery to all clients

Communication- Excellent interpersonal/telephone skills and good command of spoken English. Ability to write reports and correspondences, understand and process client requests patiently and with accuracy.

Teamwork- Ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity; Ability to contribute to and work well within a team; Interest to share expertise with others; Balance team and individual responsibilities; Give and welcome feedback; Contribute to building a positive team spirit.

Planning & Organizing- Demonstrated skill and ability to coordinate work with CITS personnel and independently plan and manage own shift in an efficient and timely manner; Good organization skills with a logical, analytical approach to problem solving and ability to prioritize work to meet deadlines and to cope with fluctuations in workloads.

Qualifications and Experience:

Education: High School Diploma with supplementary courses/Technical Certificate in Information Technology or other related field; Bachelors degree in Communications Engineering/Business Information Technology/Business Systems Engineering/Computer Science/Software Engineering/Information Technology or related discipline; Possession of certifications such as ITIL/MSCE/CCNA/MCSA are an asset.

Experience: At least 4 (four) years of relevant experience in the Information Communications Technology (ICT) field, especially ICT Service Management. UN experience especially in the Field is an asset.

Language: Fluency in spoken and written English is essential; knowledge of a second official United Nations language is an advantage.

**Preference will be given to equally qualified women candidates.
Completed detailed applications documentation as specified above referring to
Vacancy # UNMIL-ISS-CITS-12-2049 should be forwarded to the attention of:
UNMIL Recruitment Unit, Human Resources Management Section, UNMIL Headquarters, 7th Floor, Room # 705F
Pan African Plaza, Tubman Boulevard, Monrovia**