

**VACANCY ANNOUNCEMENT: UNOWA/HRS/VA/020/13**

The United Nations Office for West Africa (UNOWA) is looking for a highly motivated, team player and result oriented person

To serve as: Information Technology Assistant

Title Position	Information Technology Assistant
Number of posts	01
Type of contract	Fixed Term
Category	GS-5
Duty station	Dakar, Senegal
Unit/Section	CITS
Issuing date	15/10/2013
Closing date	28/10/2013

The United Nations Office for West Africa (UNOWA) is entrusted with the overall mandate of enhancing the contributions of the UN towards the achievement of peace and security in West Africa. This includes governance, mainstreaming security sector reform into development strategies, defining an integrated sub regional approach to humanitarian, human rights and gender issues, curbing corruption, poverty alleviation, addressing youth unemployment as well as cross-border illicit trafficking and organized crime. These emerging destabilizing issues can be considered as new threats to security.

Organizational Setting:

The position is located in the Information and Communications Technology Section, Information Technology assistant will report to Information and Communication Technology officer.

Duties and Responsibilities: Under the direct supervision of the Information and Communication Technology officer and within delegated authority, the Information Technology Assistant will be responsible for the following duties related to Information technology and may perform additional task related to Switch Board operation:

Desktop Administration and Configuration:

- Assists in monitoring personal computers running the UN software delivery system to ensure that software distributions are being delivered correctly.
- Develops desktop and laptop images for standard configurations of computing environments for six official UN languages.
- Assists in performing software distribution updates, scripting, testing and support.
- Performs research into new versions of centrally supported software; conducts beta testing, production rollout and post production support.
- Maintains and updates technical documentation for desktop management software.

**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.
- Liaises with OICT to facilitate completion of service requests.
- Diagnoses and resolves any hardware, software, or connectivity problem with minimum delay.
- 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.
- Provides basic training to end-users on the use of standard systems and applications.
- Drafts end-user and/or technical documentation.
- Escalates problems/tasks to the appropriate parties in accordance with established procedure.
- Detects problem patterns and recommend solutions.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Provides guidance and technical advice when required.
- Performs other related duties as required.

Other

- Ensure efficient and timely operation and monitoring of the information center including Switch board PABX, fax, mail and pouch.
- Within delegated authority, the Information Technology Assistant will be responsible for the following duties related to Information technology and may perform additional task related to Switch Board operation.

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 09:00 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.

Other Requirements

- May be required to visit user's premises to resolve problems on their servers or desktop PCs.

Competencies**Professionalism:**



Knowledge of information technology and applications, including troubleshooting of hardware/software problems and computer system networks. Good technical skills, ability to conduct desktop and network maintenance, provide ICT HelpDesk services and user support. 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. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

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.

Qualifications**Education**

High school diploma or equivalent; supplemental courses/technical certificate in information technology or other related field is required.

Work Experience

Five years of hands-on technical experience with ICT Help Desk operations, desktop management, hardware/software configuration, office automation and computer user support is required. Knowledge in PABX Operation, network administration is desirable.

Language

English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English and French is required.

Applications:



United Nations Office
for West Africa

Bureau des Nations Unies
pour l'Afrique de l'Ouest

UNOWA
Dakar / Sénégal

Applicants meeting the above qualifications are requested to submit the following only:

- Motivation letter
- Completed and sign P-11 form (please note the P11- Form is available on the internet UNOWA Website)
- Copy of Diplomas and Degrees

Applications can be submitted by email to unowa-cnmc-hr@un.org or via postal mail at the following address:

United Nations Office for West Africa - UNOWA
23851 Dakar Ponty
Senegal

Note: Please indicate clearly the vacancy number and title in the email subject or on the envelope. Only short-listed candidates will be contacted.

This announcement and the P-11 Form are available on the UNOWA website:
www.unowa.unmissions.org

Assessment Method:

Evaluation of qualified candidates for this position may include a written assessment followed by a competency-based interview.