UNITED NATIONS   NATIONS UNIES

United Nations Office
for West Africa

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

UNOWA
Dakar / Sénégal

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

NATIONAL INFORMATION TECHNOLOGY OFFICER (NPO)

Duty Station: Dakar
Duration: Fixed Term
Level: NPO (National Professional Officer)
Deadline for Submission of Applications: **10 October 2011**

Duties and Responsibilities

Under the overall supervision of the UNOWA Chief Information and Communications Technology Team, the National Information Technology Officer will be responsible for:

- Providing Information Technology (IT) support for Computer, Server system, Network Devices, Printers and other hardware and software,
- Providing IT support for computer and other devises connected to computer, such as wireless network, IP telephone and other mobile devices,
- Identify computer and telephone network related problems and provide reliable solutions following organizational standards including voice and data security policies
- Installation and administration of Local Area Network (LAN) and Wide Area Network (WAN) systems
- Implement LAN and WAN upgrades and infrastructure modifications/repairs and security.
- Install, maintain and configure network management software and applications.
- Analyzing customers' overall situation and develop comprehensive plans that meet overall goals and objectives.
- Develop plans for feasibility assessment, requirements specification, design, development and implementation, including project plans, schedules, and time and cost estimates, metrics and performance measurements.
- Develop detailed documentation and operational procedures.
- Coordinate with service technicians in repairs and replacements of computers, telephone network equipment, data network equipment, printers, as well as other ICT related hardware equipment.
- Liaise with other technical staff for resolution of problems/issues.
- Update and maintain Organizational Business Process automated applications (Inventory, Procurement, Finance, Human Resources, Collaboration Applications, Content Management Applications, as well as other applications internally developed or commercial off-the-shelf).
- Keep abreast of networking and security technology trends and developments.

- Provide guidance to, and may supervise, new/junior staff, consultants, etc.

The National IT Officer will also be requested to:
- Maintain the mission's regional offices Information communication Technology infrastructure through remote management and periodic travel to the regions.
- Ensure ICT Disaster Recovery and Business Continuity compliance by maintaining proper backups and performing periodic preventive maintenance on all key ICT Network infrastructure and systems.

Competencies

Professionalism:
- Knowledge of relevant ICT policies, structure and strategy as it relates to area of assignment;
- Ability to assess the office's IT needs. Hands-on technical training and problem solving skills.
- Knowledge of the United Nations financial, procurement and material management regulations.
- Ability to convey technical concepts and recommendations to non-technical staff at all levels.
- Ability to develop appropriate technology to meet business requirements;
- Listens to others, correctly interprets messages from others and responds appropriately;
- Asks questions to clarify, and exhibits interest in having two-way communication;
- Tailors language, tone, style and format to match audience;
- Demonstrates openness in sharing information and keeping people informed.

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.

Teamwork
- Works collaboratively with colleagues to achieve organizational goals;
- Solicits input by genuinely valuing others' ideas and expertise;
- Is willing to learn from others;
- Places team agenda before personal agenda;
- Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

General Competencies
- Excellent organizational skills
- Demonstrated problem-solving skills
- Ability to use sound judgment to resolve a wide range of complex issues/problems
- Ability to write in a clear and concise manner
- Flexible, adaptable and able to manage stress.
- Good interpersonal skills; ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

Required Selection Criteria - Education/Experience/Language

- University degree (Bachelors or equivalent) in Information Technology or Communication related field.
- 5 years IT experience, preferably in an international organization
- Knowledge of and exposure to the UN system.
  Experience within the UN system highly desirable
- Excellent command of French and English, working knowledge of another official UN language desirable.
- ICT Standard Certifications (such as MCSE, CCNA, etc), highly desirable, as well as experience in Network Administration (Router, Switches, Firewalls, Telephone Exchange, Modems, Servers, etc), Electronic Mail Systems Administration, ICT mobile technology, as well as management of Internet services and systems.

Application
The position is opened to ECOWAS countries
Preference will be given to equally qualified women candidates.
 Applicants meeting the above qualifications are requested to submit the following only:
1. Cover letter, a one-page Statement of Interest explaining why you consider yourself qualified and motivated for this particular position
2. Certificate of Nationality or copy of passport or Identity Card
3. Curriculum Vitae (CV) or completed P-11
4. Certified Copy of Diplomas and Degrees

Note: Before applying for the post, we kindly request candidates to carefully review the Vacancy Announcement to ensure that they meet the Minimum requirement

Please email your application to:
lya@un.org
Or

Post it to UNOWA at
23851 Dakar Ponty
Note: Please indicate the vacancy title & number