



VACANCY ANNOUNCEMENT: UNOWA/HRS/VA/007/14

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 6
Duty station	Dakar, Senegal
Unit/Section	Mission Support
Issuing date	15/04/2014
Closing date	30/04/2014

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 Office of the Chief of Mission Support (CMS) of the United Nations Office for West Africa (UNOWA); The Information Technology Assistant will provide services to both UNOWA and The Cameroon Nigeria Mixed Commission (CNMC).

Functional Responsibilities: Under the overall supervision of the UNOWA Chief of Information and Communications Technology section, the Information Technology Assistant will be responsible for:

- Provide technical support for hardware (computers, server system, network devices, printers and other devices connected) and software.
- Identify computer and telephone network related problems and provide reliable solutions following organizational standards including voice and data security policies.
- Install, configure and maintain Local Area Network (LAN) and Wide Area Network (WAN) systems.
- Implement LAN and WAN upgrades and infrastructure modifications/repairs and security.
- Receive, test and install hardware and software.
- Perform replacement, maintenance and minor repairs on hardware equipment.
- Provide hardware and software troubleshooting support following organizational standards including voice and data security policies and escalate the issues and seek



technical advice and support from counterparts in HQs , Regional Service Centres or other missions when required.

- Install, configure, test and deploy server hardware and software, including Local Area Network, Operating Systems, Electronic mail (Lotus Notes, MS Outlook, MS Exchange server,..), Unix, Linux, Citrix, Database systems, Internet Web software, firewall, Domain Name Server (DNS), DHCP, mail relay, and various security software and approved standard applications.
- Perform software (Inventory, Procurement, Finance, Human Resources, Collaboration Applications, Content Management Applications, as well as other applications internally developed or commercial off-the-shelf) distribution, updates of scripting, testing and support.
- Ensure mission data backup system and policies and Information and Communication Technology (ICT) Disaster Recover and Business continuity plan is implemented and timely updated.
- Manage mission intranet site and administer website.
- Assist assets management staff to maintain ICT stock inventory online and assets in storage room.
- Provide support to Property Management Unit for physical verification of ICT stock.
- Monitors inventory levels to ensure that operational needs of the office are met and initiates procurement in collaboration with Procurement Unit when low thresholds are reached.
- Keeps abreast of developments in technology in the UN and in the industry in general.
- Recommend acquisition of hardware, software, devices, tools, etc. to facilitate work.
- Provide guidance and training to users and new/junior staff when necessary..
- Perform other related duties as required.

Physical and other 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.

Competencies:

Professionalism: Knowledge of information technology and applications, including computer system networks. Good technical skills, ability to conduct network maintenance, provide server services and user support. Knowledge of relevant ICT principles, equipment, policies, structure and strategy as it relates to area of assignment; Demonstrated problem-solving skills; Ability to convey technical concepts and recommendations to non-technical staff at all levels; Ability to develop appropriate technology to meet business requirements. 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.

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.

Commitment to Continuous Learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

Qualifications:

Education: High school diploma or equivalent is required. Must also have a certification / diploma in Information and Communication Technology (ICT) or related fields.

Experience: A minimum of seven (07) years of progressively responsible experience in information technology, telecommunications or related area preferably in an international organization. Experience in the UN system 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.

Other: ICT Standard Certifications (such as MCSE, CCNA, etc.), are 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:**

This announcement is available on UNOWA: Website: www.unowa.unmissions.org

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

- Motivation letter
- Completed P-11 form (please note that the P11- Form is available on UNOWA Website)
- Copy of Diplomas and Degrees
- Certificate of National Identity from Senegalese authorities

You can send your application by e-mail at unowa-cnmc-hr@un.org or via postal mail at the following address: **United Nations Office for West Africa - UNOWA - 23851 Dakar Ponty Senegal** by indicating clearly the vacancy number and title of post.

Note: Before applying for the post, we kindly request candidates to carefully review the VA to ensure that they meet the minimum requirements.

Please note that only short-listed candidates will be contacted.