



Vacancy Announcement
Ref : UNOWA/HRS/VA/008/BIS/13

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

To serve as: IT Helpdesk Support Technician, UNOWA OFFICE, Dakar, Senegal

Title Consultant	IT Helpdesk Support Technician
Number of posts	01
Type of contract	Service Contract
Category	Consultant
Duty station	Dakar, Senegal
Unit/Section	UNOWA
Post Level	SB2 peg 1
Issuing date	18/06/2013
Closing date	25/06/2013

DUTIES AND TERMS OF REFERENCE

UNOWA CITS is seeking an Individual Contractor for Information Technology services. The technician is expected to provide technical and administrative support, as well as network administration and IT training.

RESPONSIBILITIES:

System Accounts Setup

The IT Helpdesk support technician will be responsible for the following duties:

Desktop, Notebook Computer and Network Maintenance

- Create system accounts, Outlook express mail configuration, provide share drive access, enable all staff to use desktop computer and Telephone, perform basic functions to ensure all staff are able to check mail, print, browse Internet/Intranet sites etc
- Maintain Desktop, Printer, Digital sender and Fax Machine.
- Re-image crashed computer and data backup/restore
- Identify and resolve technical problems including hardware, software, and network issues
- Maintain Data security of IT systems.
- Install and update Antivirus tools in all Desktop and Laptops
- Provide training to staff members for usage Desktop, Printer, Fax and Microsoft applications etc.

Support Productivity Tools

- Support Microsoft Office Applications, Lotus Notes webmail client
- Install / Configure MS outlook mail application
- Install UN approved standard applications as requested by staff



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. 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.
- **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.
- **Planning & Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **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:

Prospective IT technician must fulfill the following criteria:

Education: High school diploma (or equivalent) and certification in computer systems and software are required.

Experience: Four years IT Field experience.

Language: English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required. Knowledge of another official United Nations language is an advantage.

Application:

This announcement is available on the intranet 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 the P11- Form is available on the internet UNOWA Website)
- Copy of Diplomas and Degrees

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

Please email your application to: lya@un.org and diouf5@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. Only short-listed candidates will be contacted.