



Vacancy Announcement
Ref : UNOWA/HRS/VA/005/13

The United Nations Office for West Africa / Cameroon Nigeria Mixed Commission (UNOWA/CNMC) is looking for a highly motivated and result oriented person

To serve as: IT Helpdesk support technician, CNMC OFFICE, Yaoundé, Cameroon

Title Consultant	IT Helpdesk support technician
Number of posts	01
Type of contract	Individual Contractor
Duration	6 months
Duty station	Yaounde - Cameroon
Unit/Section	CNMC
Issuing date	21 March 2013
Closing date	29 March 2013

Duties and terms of reference

UNOWA/CNMC 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.

1. TASKS

System Accounts Setup

Information technology technician will be responsible to 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.

Desktop, Notebook Computer and Network Maintenance

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 Network and telephone network infrastructure fully functional.

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

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. Certification in computer systems and software.

Experience: Two 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:

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.

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