

UNITED NATIONS

United Nations Organization Stabilization
Mission in the Democratic Republic of
the Congo



NATIONS UNIES

Mission de l'Organisation des Nations
Unies pour la Stabilisation en République
Démocratique du Congo

VACANCY ANNOUNCEMENT

Job Opening Reference: ESB/GJO/ISA/02/08-2021

Issuance Date: 20/08/2021

Deadline Date: 19/09/2021

Type of contract: Fixed Term Appointment

Duration: 1 year

Department: MONUSCO

Scheduled date for taking up appointment: ASAP

<u>Title:</u> Information Systems Assistant	<u>Grade:</u> GL - 5	<u>Duty Station:</u> Entebbe, Uganda
<u>PLEASE NOTE THAT THIS IS A LOCALLY RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA</u>		
Women are strongly encouraged to apply <small>Qualified female candidates will be given priority for selection (DPKO Under-Secretary General's Policy Statement on Gender Mainstreaming).</small>		

Organizational Setting and Reporting Relationship:

This position is located within the Field Technology Section (FTS) at the United Nations Entebbe Support Base (UNESB). The Information Systems Assistant will report to the ICT Operations Officer at the location.

Duties and Responsibilities:

Within delegated authority, the information Systems Assistant will be responsible for the following duties:

Applications Support:

- Under direction of the supervisor, works as part of a team in the planning, specification, design, development, implementation and support of computer application systems and programs using UN established standards for IS technologies, programming languages and tools.
- Assists with the monitoring and expedition of computer application systems development projects; provides input for the development of standard terms of reference; serves as part of the team related to various project implementations in the Mission.
- Maintains functional specifications for computer application systems, programs and procedures; assists in ongoing reviews with users and developers; liaises with users to define and specify requirements; assists with version management, data recovery and deployment to users' offices.

- Implements and maintains security controls for various applications; ensures that security controls in place are monitored and enforced; assists with the maintenance of accurate access control lists including rights and privileges.
- Supports Data Recovery/Business Continuity software applications and systems.
- Provides input for the preparation of various technical and user documentation for deployed computer application systems, training materials and may conduct technical presentations; assists with the drafting of correspondence and communications, including work plan revisions, as well as unit contributions for a variety of periodic reports.
- Keeps abreast of developments in the field; implements benchmarking procedures and provides input for final decisions on new acquisitions.
- Performs other related duties as required.

Network Administration:

- Assists with the implementation of network projects in accordance with Mission requirements and applicable UN policies and standards.
- Assists with the review of network configuration to ensure maximum efficiency and optimal usage of resources.
- Supports the management of network backup and security enforcement policies.
- Assists other personnel and/or contractors assigned to the Network Administration Unit.
- Works as part of the team to ensure the integrity of the various internetwork connections within the missions Intra and Extranets.
- Assists with the implementation of new and emerging technologies for voice, video, and data integration.
- Operates and maintains the various implemented Data Security projects with emphasis in network security, monitoring, resourcing, and other UN standard technologies.
- Ensures the proper administration of access control lists including rights and privileges; participates in the security incident response activities.
- Participates in planning, implementing, operating and maintaining security controls; performs regular vulnerability assessments of production systems to identify weaknesses to bring to the attention of supervisors.
- Participates in all network implementations.
- Assists with the drafting of documentation and reports.
- Performs other related duties as required.

IT Service Support

- Works as part of a team of service coordination staff.
- Assists with the receipt and logging of service requests in the automated request management system.
- Assists with tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.

- Assists with the provision of basic training to end-users on the use of standard systems and applications.
- Provides input into the eventual drafts for end-user and/or technical documentation.
- 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, escalation status, and other related metrics.
- Escalates problems/tasks to the appropriate parties in accordance with established procedure; monitors problems to resolution; detects problem patterns and consult with the supervisor to recommend solutions.
- Assists with quality assurance procedures to ensure client satisfaction.
- Keeps abreast of developments in information systems and technology in order to make recommendations to supervisors.
- Serves as a team member for various special projects within FTS.
- Performs other related duties as required.

Qualifications:

Education

High school diploma or equivalent is required.

Experience

A minimum of five (5) years of progressively responsible experience in information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work is required.

Languages

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

Competencies:

Professionalism:

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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

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.

Teamwork:

Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing other 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.

Additional important comments

Please note that failure to comply with the below will render your application invalid for this process.

1. Interested and qualified applicants should submit their applications with cover letter together with the attached **United Nations Personal History form (P-11)** only.
2. For the online Personal History Profile (visit <https://inspira.un.org> to generate a PHP)
3. Submit applications by email **ONLY** to: monusco-hrs-recruitment@un.org. Hand delivered applications will not be accepted.
4. All applications **MUST** indicate the MONUSCO Job Opening reference number for which they are applying, on the **subject line** in the e-mail. e.g. **ESB/GJO/ISA/02/08-2021**
5. All applicants **MUST** indicate the **telephone number** and **email address with location**. Applications without telephone number and the email address with location **WILL NOT BE ACCEPTED**.
6. Applications received after the deadline will NOT BE ACCEPTED.
7. **ONLY** successful applicants will be contacted for WRITTEN SUBSTANTIVE and COMPETENCY BASED ASSESSMENT TESTS.
8. **In line with the UN policy on gender balance, FEMALE QUALIFIED CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY.**

No fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.