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MONUSCO

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

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

VACANCY ANNOUNCEMENT

Job Opening Reference: ESB/GJO/ISA/04-2023
Issuance Date: 7 April 2023
Deadline Date: 6 May 2023
Type of contract: Fixed Term Appointment
Duration: 1 year
Department: MONUSCO
Scheduled date for taking up appointment: ASAP

Title: Information Systems Assistant	Grade: GL-6	Duty Station: Entebbe, Uganda
PLEASE NOTE THAT THIS IS A LOCALLY RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA		
Women are strongly encouraged to apply Qualified female candidates will be given priority for selection (DPKO Under-Secretary General's Policy Statement on Gender Mainstreaming).		

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:

- Assists with, and may lead 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.

- Serves as focal point for coordination, monitoring and expedition of computer application systems development projects, involving extensive liaison with diverse organizational units to initiate requests; prepares standard terms of reference; processes and follows-up on administrative actions and resolves issues related to project implementation, e.g., organization of and participation in training, procurement of equipment and services, etc.

- Maintains functional specifications for computer application systems, programs and procedures; performs 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.

- Plans, implements, and maintains security controls for various applications; verifies the effectiveness of security controls in place; maintains accurate access control lists including rights and privileges.

- Provides support for Data Recovery/Business Continuity software applications and systems.

- Prepares technical and user documentation for deployed computer application systems, training materials and conducts technical presentations; drafts 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; performs benchmarking and proposes new

acquisition.
- Provides guidance to new/junior staff.
- Performs other related duties as required.

Server/Data Centre Administration:
- Provides full range of technical assistance and team supervision in the area of server operations and administration; distributes work assignments to members of the team and monitor progress; provides guidance and training to new/junior staff.
- Oversees installation, configuration, testing and deployment of server systems hardware and software, to include Local Area Network infrastructure, Operating Systems (Unix, Linux, Mac OS), Electronic mail, Lotus Notes, Citrix, Database systems, Web Development software, Firewall systems, Network Services Server systems (DNS, DHCP, NFS, CIFS/SMB, mail relay, and various security software.
- Oversees the administration, operation, technical support, and monitoring of server systems; undertakes complex troubleshooting of server systems.
- Liaises with other Units within the Service and other logistics support elements of the mission to maintain optimal 24/7 operations for the server systems operations.
- Provides input to identify the need for new systems or re-engineering of the existing systems.
- Responds to requests from user offices and assists in deploying/configuring systems so as to conform to infrastructure standards; implements Disaster Recovery/Business Continuity (DR/BC) and backup services following standard procedures.
- Participates in the security incident response activities; assists in the planning, implementing, operating and maintaining security controls; performs regular vulnerability assessments of production systems to identify weaknesses as well as to determine the need for updating systems with fixes and patches.
- Drafts documentation and reports.
- Performs other related duties as required.

Network Administration:
- Analyses, plans, designs and supervise the implementation of network projects in accordance with Mission requirements and applicable UN policies and standards.
- Reviews network configuration ensuring maximum efficiency and optimal usage of resources.
- Participates in the management of network backup and security enforcement policies.
- Assists with and may supervise the work of personnel and/or contractors assigned to the Network Administration Unit.
- Ensures 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.
- Supports the design, implementation and maintenance of Data Security projects with emphasis in network security, monitoring, resourcing, and other UN standard technologies.
- Maintains properly administered 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 and determine the need for security updates and fixes.
- Participates in, and may supervise, major network implementations.
- Drafts documentation and reports.
- Performs other related duties as required.

IT Service Support:
- Supervises a team of service coordination staff.
- Streamlines the receipt and logging of service requests in the automated request

management system; creates and assigns work orders in accordance with established procedure; distributes work assignments and monitors progress.

- Supervises tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc;

- Provides basic training to end-users on the use of standard systems and applications.

- Drafts 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, etc;

- Acts as problem escalation point for technical staff at lower levels; escalates problems/tasks to the appropriate parties in accordance with established procedure; monitors problems to resolution; detects problem patterns and recommends solutions.

- Performs quality assurance procedures to ensure client satisfaction.

- Keeps abreast of developments in information systems and technology in order to make recommendations to supervisors.

- Provides training to junior technical staff; occasionally supervises a team of technical staff for special projects.

- Provides advice to clients regarding Field Technology Section (FTS) standards and workflow processes.

- Performs other related duties as required.

Qualifications
Education
High School Diploma or equivalent is required. Higher Diploma in Information Systems, Information Technology or any related field is desirable.

Experience
A minimum of seven years of progressively responsible experience in any of the following areas is required: information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation or in the delivery of ICT support services.

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.

Communication
Speaks and writes clearly and effectively; listens to others. Correctly interprets messages from others and respond appropriately; ask 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.

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 United Nations Personal History form (P-11) or the Personal History Profile (PHP)/ Administrative Profile (AP).
2. For the online PHP/AP visit https://inspira.un.org to generate a PHP/AP
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 number for which they are applying, on the **subject line** in the e-mail. e.g. **ESB/GJO/ISA/04-2023**
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 ASSESSMENTS TEST.
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.