

UNITED NATIONS

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



MONUSCO

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/01/10-2020

Issuance Date: 07/10/2020

Deadline Date: 06/11/2020

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
<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 in the Field Technology Section (FTS) at the United Nations Entebbe Support Base (UNESB). The Information Systems Assistant will report to the Information Communication Technology (ICT) Operations Officer at the location.

Duties and Responsibilities

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

- Provides a full range of technical and functional support for computer information systems job elements, as assigned, including Applications Support, Server/Data Centre Administration, Network Administration, IT Service Support, and ICT Security/DRBC; Performs tasks corresponding to relevant service requests; occasionally supervises a team of staff for specific projects;
- Provides timely and efficient IT support to all assigned mission components and sub-sites; Diagnoses, researches, and resolves relatively complex problems within the area(s) of specialization;
- Drafts correspondence and communications, including work plan revisions and other related issues, as well as prepares unit contributions for a variety of periodic reports;
- Serves as focal point for coordination of related activities, such as, monitoring or expediting of computer applications or systems development projects, extensive liaising with diverse organizational units; preparing standard terms of reference; processing and following-up on administrative actions and resolving issues related to project implementation, e.g. organization of and participation in training, procurement of equipment and services, etc.;

- Keeps abreast of developments in the field; performs benchmarking and proposes new acquisitions;
- Provides guidance to new/junior staff. Ensures training is received to support proper implementation of projects/assignments;
- Performs other duties as assigned.

Education

High school diploma or equivalent. Certification/diploma or other supplemental academic qualifications or training in information and telecommunication systems is required. Certification in ITIL and Prince2 is desirable.

Experience

A minimum of seven (7) 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. Experience in installing a robust and complex network with a multi-cultural team is desirable.

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:

Knowledge of information technology and applications, including computer system networks. Good technical skills, ability to conduct network maintenance, provide server services, user support, implement and maintain Business Continuity systems, and information systems security and control. 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.

Technological Awareness

Keeps abreast of available technology; Understands applicability and limitations of technology to the work of the office; Actively seeks to apply technology to appropriate tasks; Shows willingness to learn new technology.

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.

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 number for which they are applying, on the **subject line** in the e-mail. e.g. **ESB/GJO/ISA/01/10-2020**
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.**

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 BANK ACCOUNTS.