



Job Opening Reference: RSCE/GJO/RFTS/007/12-2019

Issuance Date: 09 December 2019

Deadline Date: 08 January 2020

Type of contract: Fixed-Term Appointment

Duration: 1 year (further extension subject to successful performance and extension of mandate)

Department: RSCE

Scheduled date for taking up appointment: ASAP

Title: Information Systems Assistant	Grade: GS-4	Duty Station: Entebbe, Uganda
<i>PLEASE NOTE THAT THIS IS A LOCALLY RECRUITED POSITION, RESTRICTED TO UGANDAN NATIONALS AND/OR LEGAL RESIDENTS OF UGANDA</i>		

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 in the Regional Telephone Billing Unit of the Regional Field Technology Service (RFTS) in the Regional Service Centre Entebbe (RSCE). The Information Systems Assistant at this level reports to the Head of the Unit.

1. Main Duties and Responsibilities:

The overall purpose of the post is to assist in providing problem assessment, resolution and advice for a wide spectrum of IT issues. The incumbent will be responsible for providing the timely and efficient provision of IT support functions for the Centre

Within delegated authority, the Information Systems Assistant will carry out the following duties:

- Assists in providing support for computer information systems, specifically for the Regional Telephone Billing Unit, e-Billing applications support, implementation of databases and applications in assigned areas and troubleshooting for various applications.
- Assists in providing timely and efficient e-Billing support to all mission components and sites,
- Receives and logs problem calls or service requests in the automated tracking system.
- Attempts to resolve problem calls or service requests on initial contact.
- Diagnoses and resolves relatively simple hardware, software, or connectivity problems.
- Assists Network Unit to provide network connectivity in the mission area and all team sites.
- Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation / uninstallation, software installation, LAN connection, returns to stock, etc.
- Escalates problems to the appropriate parties in accordance with established procedures.
- Provide basic training to end-users on the use of standard systems.
- Supports the Help Desk management in the absence of supervisor.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Performs other related duties as required.

2. 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.
- **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.

3. Qualifications required to perform the assigned duties of the post.

Education

- High school diploma or recognized equivalent is required. A technical or vocational qualification in information and telecommunication systems is desirable.

Work Experience

- A minimum of four (4) years of progressively responsible experience in information systems analysis, database installation and management, systems administration and maintenance, software applications, hardware installation, telephone billing and related work.
- Experience working within an international organization or non-governmental organization - in a conflict or post-conflict setting is desirable.
- Experience in a shared service center is desirable
- Working experience in a multicultural and/or international work environment 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.

ADDITIONAL IMPORTANT COMMENTS.

1. Please note that failure to comply with the below will render your application invalid for this process.
2. All applicants must apply using a Personal History Profile generated from INSPIRA (visit <https://inspira.un.org>) as soon as possible after the job opening has been posted and well before the deadline stated in the job opening.
3. All applications must be accompanied by the following which MUST be provided at the time of submission:

- a. Signed Personal History Profile (PHP) as generated from INSPIRA (visit <https://inspira.un.org> to generate an account and the PHP) submitted as a PDF or JPEG attachment to the document.
 - b. Latest performance evaluation report (for internal UN Candidates).
 - c. Copy of High School Diploma.
 - d. Copies of other relevant certificates and diplomas.
4. PLEASE NOTE THAT ONLY APPLICATIONS SUBMITTED TO THE EMAIL ADDRESS: rsce2-recruitment@un.org WILL BE CONSIDERED. NO HAND-DELIVERED APPLICATIONS WILL BE ACCEPTED.
5. PLEASE ENTER THE REFERENCE OF THE JOB OPENING IN THE SUBJECT LINE OF YOUR E-MAIL.
6. Evaluation of qualified candidates will include an assessment exercise which may be followed by competency-based interview.
7. Each applicant must bear in mind that submission of incomplete or inaccurate applications will render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted based on the information submitted. Applications cannot be amended following submission.
8. This position is funded for an initial period of one (1) year and may be subject to extension. The position is OPEN TO NATIONALS OF UGANDA AND / OR LEGAL RESIDENTS OF UGANDA ONLY.
9. PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FURTHER.