

Posting Title : ASSISTANT INFORMATION SYSTEMS OFFICER, NOA,  
NOA  
Job Code Title : ASSISTANT INFORMATION SYSTEMS OFFICER  
Department/ Office : Regional Service Centre at Entebbe  
Location : ENTEBBE  
Posting Period : 11 February 2021-12 March 2021  
Job Opening number : 21-IST-RSCE-149354-R-ENTEbbe (M)  
Staffing Exercise : N/A

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United Nations Core Values: Integrity, Professionalism, Respect for Diversity

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### **Org .Setting And Reporting**

The Department of Operational Support (DOS) was established to provide end-to-end operational support, advisory services and other solutions to operating entities across the Secretariat, including departments, offices away from headquarters, peace operations, and regional commissions.

The Regional Service Centre in Entebbe, Uganda (RSCE), was established in July 2010, following the adoption of General Assembly resolution 64/269. The Centre provides efficient, client-oriented and scalable services with the goal of moving transactional, non-location dependent administrative functions to the Centre from its client entities. This includes transactional elements of human resources, finance, multimodal movement and control, personnel and cargo transport and information and communications technology (ICT) support. In addition to these services, the Office of the Chief RSCE and support offices through the Deputy Chief RSCE provides overall guidance on the operations of the RSCE including strategic planning, communication, budgeting, human resources management, property management, quality assurance and business intelligence, conference services, record keeping and archive management, and audit response and risk management.

For more information, please visit <https://rsce.unmissions.org>.

This position is located in the Quality Assurance and Business Intelligence Unit. The Assistant Information Systems Officer at this level reports to the Chief of Quality Assurance and Business Intelligence Unit.

### **Responsibilities**

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

- Assist with production of monthly and quarterly Key Performance Indicators and effective analytical management reports from multiple sources within preset deadlines.
- Participate in extraction of data from various information systems including: Field Support Suite (FSS), RSCE Workflow Tracking System, Siebel Customer Relationship Management System (iNeed), and SAP Enterprise Resource Planning System (Umoja). Import information into a data warehouse using Structured Query Language (SQL) and the use of Extract, Transform and Load (ETL) processes. Analyze and transform data through programming in SQL and Power Query. Create reports with charts, visualizations, graphs or tables in Power BI.
- Assist with analyzing data and output to ensure accuracy and integrity for decision making.
- Assist with data warehouse design, implementation and maintenance.
- Participates in preparing user requirements and other technical specifications for new reports and dashboards;
- Assists in the design, development and installation of reporting information systems including Microsoft PowerApps, Power BI and SQL Server;
- Assists in the analysis of modules within the system, suggests enhancements and new features to existing systems; may assist in the design and implement small, stand-alone systems as needed (e.g. to meet individual user requirements);
- Undertakes rigorous testing and proving of applications software;
- Maintains assigned portions of systems, providing operational support for system's applications, analyzing and implementing system changes/upgrades, etc;
- Provides assistance in the writing and developing of programs to interface with existing systems by implementing Extract, Transform and Load (ETL) processes;
- Ensures data security and integrity;
- Participates in developing disaster recovery plans;
- Assists in the preparation, updating and maintaining of system's documentation and related technical/procedural manuals, including maintenance of detailed methodologies of all RSCE monthly and quarterly Key Performance Indicators (KPIs), including data source, composition, calculations and measurement criteria;
- Assists in the set-up and monitoring of software performance measures;
- Participates in Helpdesk support services;
- Participates in facilitating communications between QABI and its clients for good client relations
- Advises users on the most suitable hardware and software for different tasks; maintains and enhances software;
- Drafts training manuals and conducts training sessions and demonstrations of systems for users in relevant technologies e.g. Microsoft Power BI, Microsoft Excel and Microsoft SQL;
- Participates in special projects as assigned;
- Performs ad hoc duties as required;
- May train and provide guidance to new/junior staff and consultants

### **Competencies**

Professionalism - Ability to maximize technology to create complex reports. Ability to draft

reports. Ability to program in SQL and DAX. Ability to formulate solutions to non-routine problems. Ability to carry out research and undertake analysis to support performance measurements and document methodologies. Demonstrated problem solving and analytical ability. 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.

**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.

**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.

### **Education**

A first-level university degree in Computer Science, Information Systems Management, Communication Technology or another related field is required.

### **Work Experience**

A minimum of two years of progressively responsible professional experience in planning, design, development, implementation and maintenance of computer information systems or related area is required.

Experience programming in SQL is required.

Experience in analysis of large volumes of data from multiple sources is desirable.

Experience in Power BI visualization and DAX is desirable.

Experience in implementing ETL processes is desirable.

Experience in data warehouse design and data modelling is desirable.

### **Languages**

English and French are the working languages of the United Nations Secretariat. Fluency in English is required.

### **Assessment**

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

### **Special Notice**

- This post is funded for an initial period of one year and may be subject to extension.

- This position is open to eligible nationals of Uganda only.
- The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.
- Staff Members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all Staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

### **United Nations Considerations**

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable

internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

**No Fee**

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