

Posting Title : INFORMATION SYSTEMS ASSISTANT, G4  
Job Code Title : INFORMATION SYSTEMS ASSISTANT  
Department/ Office : Regional Service Centre at Entebbe  
Location : ENTEBBE  
Posting Period : 11 June 2021-10 July 2021  
Job Opening number : 21-IST-RSCE-157249-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 Regional Telephone Billing Unit of the Regional Information and Communication Technical Services. The Information Systems Assistant reports to the Head of Unit.

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.

## **Responsibilities**

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 IT support to all mission components and sites,

Receives and logs problem calls or service requests for Telephone billing 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 for telephony systems from client missions.

Escalates problems to the appropriate parties in accordance with established procedures.

Provide basic training to end-users on the use of standard systems Regional Telephone Billing Unit, e-Billing applications support, SharePoint.

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.

## **Competencies**

**Professionalism:** Knowledge of information technology and applications, including computer system networks. Good technical skills, ability to conduct network maintenance, user support, implement and maintain Business Continuity. 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.

**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.

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**

High school diploma or equivalent is required.

A technical or vocational qualification in information and telecommunication systems is desirable.

### **Work Experience**

A minimum of three 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 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.

### **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.

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.

This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A staff member subject to local recruitment shall not be eligible for the allowances or benefits exclusively applicable to international recruitment.

Passing the Global General Service Test (GGST) is a prerequisite for recruitment consideration in the General Services and related categories in the United Nations Secretariat. Applicants who have not passed the GGST at the time of application may be invited for the test after submitting an application. Having passed the Administrative Support Assessment Test [in English] at the United Nations headquarters, Economic Commission for Africa, Economic and Social Commission for Western Asia, United Nations Office at Geneva, United Nations Office at Vienna, International criminal tribunal for Rwanda or International Criminal Tribunal for the former Yugoslavia may be accepted in lieu of the GGST.

### **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.