

Posting Title : INFORMATION SYSTEMS OFFICER, P3  
Job Code Title : INFORMATION SYSTEMS OFFICER  
Department/ Office : Regional Service Centre at Entebbe  
Location : ENTEBBE  
Posting Period : 9 August 2021 - 22 September 2021  
Job Opening number : 21-IST-RSCE-160423-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 positions are located in the Business Case Analysis Unit and Regional Projects Unit of the Regional Information and

Communication Technical Services. The Information Systems Officer reports to the Head of Unit. The incumbent is mainly responsible for the development of effective recommendations on systems design and applications to meet business requirements, and implementation of projects in a timely and efficient manner.

### **Responsibilities**

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

-Specializes in major systems projects of significant importance to the institution, or major

components of these complex systems which typically impact critical operations and large or multiple user groups.

- Provides specialized advice on complex systems analysis and design; identifies the need for new systems (or modifications to existing systems) or responds to requests from users; develops plans for feasibility assessment, requirements specification, design, development, and implementation, including project plans, schedules, time and cost estimates, metrics and performance measures.
- Is actively involved in the execution of the most complex aspects of the project (e.g., systems analysis, development, programming, etc.); oversees development of documents and database structures, ensuring that all design aspects are addressed, and control and security mechanisms are established.
- Tracks and monitors project progress against plans, requirements, quality measures, standard processes; liaises with users on all aspects and during all phases of development and implementation.
- Provides professional leadership and work direction to assigned project teams, and/or mentors and supervises the work of new/junior officers, contract staff, etc.
- Develops cost proposals for contractual services, oversees the technical evaluation of proposals received and manages the contract service.
- Prepares technical and user documentation for entire systems and interdependent applications; prepares training material and detailed technical presentations.
- Develops, implements and monitors information standards and guidelines, including testing paradigms.
- Participates in planning and preparation of the budget, work program and spending plan.
- Facilitates communications between the Information Systems Unit and its major clients for good client relations. Serves as coordinator in the development of Service Level Agreements (SLAs) between the client and the Information Systems Unit, for either specific IT services or general technology support, including any charge back mechanisms.
- Keeps abreast of developments in the field and determines the need for testing and evaluating new products and technologies; provides leadership on introducing technological changes; prepares various technical reports.
- Assists in providing support for computer information systems, applications support, server operations and administration, implementation of network projects, 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 in the automated tracking system.
- Attempts to resolve problem calls or service requests on initial contact.

### **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.

### **Education**

Advanced university degree (Master's degree or equivalent) in computer science, information systems, mathematics, statistics, or related field is required. A first-level university degree in combination with an additional two (2) years qualifying experience may be accepted in lieu of the advanced university degree.

### **Work Experience**

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

Experience leading and managing small to medium technical teams is desirable.

At least 2 years' experience providing services in Information Systems or related area to or in a field operation of the United Nations common system or comparable international organization or in the military environment is desirable.

Experience in business relationship management practices and/or client services is desirable.

Experience in service management is desirable.

### **Languages**

English and French are the working languages of the United Nations Secretariat. For the position 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.

Extension of the appointment is subject to extension of the mandate and/or the availability of the funds.

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.

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.

Pursuant to section 7.11 of ST/AI/2012/2/Rev.1, candidates recruited through the young professionals programme who have not served for a minimum of two years in the position of their initial assignment are not eligible to apply to this position.

At the United Nations, the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

### **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.