

Posting Title : INFORMATION SYSTEMS ASSISTANT (2 Positions), G5
Job Code Title : INFORMATION SYSTEMS ASSISTANT
Department/ Office : Regional Service Centre at Entebbe
Duty Station : ENTEBBE
Posting Period : 15 May 2023 - 13 June 2023
Job Opening number : 23-IST-RSCE-208746-R-ENTEBBE (R)
Staffing Exercise : N/A

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

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 RSCE Office of the Director and support offices through the Deputy Director a.i 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, audit response, and risk management.

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

This position is located in the Regional Field Technology Service (RFTS) office. The Information Systems Assistant reports to the Head of the Unit.

Responsibilities

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

- Acts as focal point for receipt and processing of user requests.
- Provides basic technical support on relevant hardware and software systems applications in assigned area, specifically for the Regional Telephone Billing Unit, e-Billing applications support, implementation of databases and applications in assigned areas and troubleshooting for various applications.
- Installs application systems software and hardware according to specifications.
- Provides basic support in the planning, specification, design, development, implementation and maintenance of customized application software systems; works with senior IT staff on the definition and specification of requirements; builds, tests and modifies prototype application software based on detailed instructions; installs and maintains software systems.
- Assists in the preparation of technical and user documentation, as well as in the production of training materials.
- Provides support on software development matters, including security, data integrity and recovery; assists with needs assessment for new systems (including modifications to existing systems); performs ongoing reviews with users and developers and responds to requirements; requests, implements, provides operational support and maintains various applications.
- Responsible for Planning and implements and support of network services and system security and supervises the work of contractors in the unit during network equipment installation whenever required.
- Maintains regular contact with users and technical staff in user offices and provides support as required.
- Conducts research on new technologies as requested; keeps abreast of developments in the field; assists in testing and evaluating new products and technologies.
- Performs other related duties as required.

Work implies frequent interaction with the following:

- Information Systems Officers and other IT specialists throughout the United Nations
- Senior administrative staff and focal points in user offices.
- Sales and technical personnel of hardware/software vendors and contractors

Results Expected:

- Provides reliable technical and programming assistance to senior IT staff and to users in support of activities related to the design, development and usage of various systems applications.
- Consistently applies relevant standards and guidelines.
- Efficiently processes work and requisite follow-up, seeking advice as needed.
- Effectively, and in a timely manner, interacts with colleagues and user groups.

Competencies

Professionalism: Knowledge of relevant programming language(s) and basic programming skills. Good technical skills, ability to participate in development and maintenance of applications, provide user support. Ability to respond to changing requirements and assignments, ability to apply good judgment in the context of assignments given. 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.

Accountability: Takes ownership of all responsibilities and honors commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

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 limitation 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 recognized equivalent is required.

Job Specific Qualifications

A technical or vocational certificate in information and telecommunication systems or other related field is desirable.

Work Experience

A minimum of five (5) years of progressively responsible experience in information systems Network equipment installation and management, systems administration and maintenance, software applications, hardware installation, telephone billing, or related area is required.

Experience within the United Nations common system or similar international organization or non-governmental organization is desirable.

Experience in a shared service centre 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. Knowledge of French is desirable.

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 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; or the United Nations Accounting or Statistical Assistant Examination at the United Nations Headquarters may be accepted in lieu of the GGST.

The United Nations Secretariat is committed to achieving 50/50 gender balance and

geographical diversity 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.

An impeccable record for integrity and professional ethical standards is essential. 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.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

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.