United Nations 🇺🇳 Nations Unies

United Nations Mission in Liberia
(UNMIL)
Vacancy Announcement- Internal/External – INDIVIDUAL CONTRACTORS OPENNING

Vacancy#: UNMIL-DMS-GITTS-18-2287	**Deadline: 23 February 2018**
Post Title: Information System Assistant (1Position)	**Level:**
Organizational Unit: GITTS/	**Location: Monrovia**
Initial Appointment: Initial five (3) months subject to operational requirements and satisfactory performance	
UNMIL invites qualified external/internal applicants to apply for the position highlighted above. Applicants are requested to complete form P.11 available at UNMIL Personnel Office and attach copies of the following: Proof of Liberian nationality (Birth certificate/ Passports), educational certificates and reference letters from previous employers. Incomplete P.11 forms will not be processed. **Please note that you can also apply by email to unmilrecruitment@un.org. Kindly note that applications upon receipt will be reviewed and only short-listed candidates will receive acknowledgement.**	

Description of Main Duties:

Responsibilities: Under the direct supervision of the Unit Chief and the overall supervision of the OIC GITTS the incumbent will perform the following duties:
(These duties are not all inclusive nor are all duties carried out by all Information Systems Assistants.)

• 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.
• Installs application systems software and hardware according to specifications and using Microsoft System Centre Configuration Manager (SCCM) remote desktop tools.
• Performs printer and desktop computer maintenance;
• Follows ICT procedures and best practice for setup, maintenance, disposal of IT equipment
• 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.
• Monitors network links, data centers and major equipment rooms using network monitoring tools;
• 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, UN Police and military personnel.

Results Expected: Provides reliable technical and application support assistance to senior IT staff and to end-users in a large office WAN/LAN environment. 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:** Good technical skills, ability to participate in development and maintenance of applications, networks, and 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;

- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

- 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.

Qualifications:

Education: **High school diploma or equivalent. Must have passed the United Nations Administrative Support Assessment Test (ASAT) at Headquarters or an equivalent locally-administered test at Offices Away, ITIL v3 , Prince 2 or Information Security Foundational certification is desired.**

Experience: **Several years of experience working in large LAN/WAN environment with over 1000+ users. Experience with using ITIL v3 compliant Client Relationship Management ticket system . Some exposure with Project Management and Information Systems security. Experience working with VDI technology, systems administration and desktop support and Printer maintenance, technical writing and documentation on related area.**

Languages:

- Fluency in spoken and written English.

Preference will be given to equally qualified women candidates.
Completed detailed applications documentation as specified above referring to
<u>**Vacancy number UNMIL-DMS-GITTS-18-2287**</u> **should be forwarded to the attention**

of: Chief Human Resources Section , Human Resources Section, UNMIL, Star base, Monrovia