



VACANCY ANNOUNCEMENT

Job No.	: 14-2016	Contract Type	: Fixed Term
Job Code Title	: ICT Associate	Position Number	: 00010768
Level	: GS-7	Duty Station	: Khartoum
Duration	: One year initially with 3 months' Probation period	Supervisor	: Operations Manager
Closing Date	: 10/07/2016		

Organizational Context:

The ICT Associate is located in Country Offices (CO) and reports to the Operations Manager, the Representative /Deputy Representative / or Assistant Representative. The ICT Associate is responsible for: implementing ICT policies and standards established by the HQ; providing ICT and administrative support services to the UNFPA Country Office; and providing daily technical support to users of information management tools and technology infrastructure.

Work Relations:

Internal contacts include the Regional ICT Specialist, Operations Manager/Specialist, and staff at all levels within the CO to enable service provision. Externally, the ICT Associate works in close collaboration with external IT service providers to ensure the effectiveness of UNFPA's IT infrastructure. The ICT Associate represents UNFPA in interagency working groups on ICT matters, ensuring that UNFPA's issues and concerns are represented.

Major Activities/Expected Results

- 1. Support implementation of ICT management systems and strategies, focusing on achievement of the following results:**
 - Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment;
 - Provide support to the use of Atlas (UNFPA's implementation of Enterprise Resource Planning) functionality for improved business results and improved client services;
 - Provide inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures;
 - Provide inputs to preparation of results-oriented work plans.
- 2. Ensure effective functioning of the CO hardware and software packages, focusing on the achievement of the following results:**
 - Perform specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs;
 - Assist in the installation of commercial and in-house developed software and related upgrades;
 - Assist in upgrading patch and anti-virus programmes on a timely basis;
 - Monitor the file server traffic, usage and performance on a frequent and regular basis;
 - Support users in backing up and restoring their files, as well as in virus detection, removal and prevention;
 - Manage outsourcing, advise on IT-related contracts, monitor vendor performance, recommend necessary action to management on satisfactory completion of work and deliverables.
- 3. Ensure ICT security in the office:**
 - Ensure that desktop, laptop and server passwords and related policies are in line with established corporate standards;

- Normal users do not have administrative rights to their PCs and portable computers;
- Unauthorized software is not loaded onto computers.

4. Support networks administration, focusing on the following:

- Trouble-shooting and monitoring of network problems;
- Respond to user needs and questions regarding network access;
- Backup and restoration procedures for local drives;
- Maintain backup logs;
- Assist in organizing of off-site storage of backups.

5. Provide administrative support, focusing on the following:

- Maintain an up-to-date inventory of software and hardware;
- Establish and maintain Country Office databases e.g. e-filing, electronic library directory, consultancy database, and database for common vendors; orient and coach staff on these databases/systems;
- Maintain a library of ICT related reference materials;
- Maintain the inventory and stock of supplies and spare parts;
- Extract data from various sources;
- Research and retrieval of data from internal and external sources; preparation of statistical charts, tables and reports as required;
- Provide ICT support to key events.

6. Ensure facilitation of knowledge building and knowledge sharing in the CO, focusing on the following:

- Participate and assist in the organization of training for the CO staff on ICT issues;
- Contribute to knowledge networks (e.g. Docushare) and communities of practice;
- Ensure UNFPA's issues and concerns are represented in interagency working groups.

Job Requirements:

Education: Completed Secondary Level Education required. University Degree in Computer Science desirable.

Experience: 7 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications;

- Relevant certifications in hardware and software management and application required, including Microsoft Certified Professional (MCP);
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported;
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems;
- Some experience in client support, such as, a Help Desk or User Support Unit;
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems.

Languages: Fluency in oral and written English and Arabic.

Required Competencies:

Values:

- Exemplifying integrity
- Demonstrating commitment to UNFPA and the UN system
- Embracing Cultural diversity
- Embracing change

Core Competencies:

- Achieving results
- Being accountable
- Developing and applying professional Expertise/business acumen
- Thinking analytically and strategically
- Working in teams/managing ourselves and our relationships
- Communicating for impact

Functional competencies:

- Managing the organization's resources
- Developing ICT standards and applications
- Managing data, information and work flow

UNFPA offers an attractive compensation package commensurate with experience. Interested applicants should submit their updated CVs and Personal History form with photocopies of certificates to the UNFPA (United Nations Population Fund) Operations Manager Office, Manshia, Block # 1/S, House No. 386, P.O. Box 913, Khartoum, Sudan or by email: shakir@unfpa.org or through www.sudanjob.net.

UNFPA provides a work environment that reflects the values of gender equality, teamwork, respect for diversity, integrity and a healthy balance of work and life. We are committed to maintaining our balanced gender distribution and therefore **encourage women to apply**. Notice: There is no application, processing or other fee at any stage of the application process. UNFPA does not solicit or screen for information in respect of HIV or AIDS and does not discriminate on the basis of HIV/AIDS status