
UNITED NATIONS VERIFICATION MISSION IN COLOMBIA
JOB OPENING
Internal / External

Job Title & Level: Information System Assistant (GS-5)
Department/Office: UN VERIFICATION MISSION IN COLOMBIA (UNVMC)
Location: Bogota
Posting Period: 11 January 2022 – 10 February 2022
Job Opening Number: UNVMC-NJO-2022-001

UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY

IMPORTANT NOTE:

The Human Resources Unit invites all interested and qualified candidates to apply to the announced position. All interested candidates should submit their applications using the P11 form, which can be found at <https://colombia.unmissions.org/empleo>, or Personal History Form (PHP) (**CVs will NOT be accepted**). Please review that your application, either **P-11 or PHP** is **properly signed** and has information on your contact details: email address and telephone numbers. You must send your application to the following e-mail address: mcrecruitment@un.org

Please be advised that only applications using the UN P11 or PHP form will be reviewed. Please do not submit any additional certificates/diplomas, employment letters and other documents at this stage of the application process. **Kindly ensure that you include the job opening number for the above position in your e-mail application.** Only short-listed candidates will be contacted.

Only Colombian Nationals or Foreign with valid working permit in Colombia are eligible to apply for National Job Openings.

If you are an internal candidate with a Fixed Term Appointment within the UN Secretariat, please attach the last 2 performance evaluations to your application. If you are employed by an entity of the United Nations Common System, please indicate your category and level.

As per the Secretary General's Gender Parity Strategy, the United Nations Secretariat is committed to achieving 50/50 gender balance. Female candidates are strongly encouraged to apply for this position.

#United_for_Gender_Parity. Candidates interested to work for the United Nations Verification Mission in Colombia may wish to check out our Realistic Job Preview videos to get an idea of the living and working conditions in different duty stations in Colombia. :<https://www.youtube.com/playlist?list=PL-8SckVjg-e3073SwTDG1VQf1oLTWfUQ4>

Organizational Setting and Reporting

This position is located in Field Technology Service (FTS), United Nations Verification Mission in Colombia (UNVMC). The Information Systems Assistant reports to the Chief Field Technology Service (FTS)

Responsibilities

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

Desktop Administration and Configuration:

- Assists in monitoring personal computers running the UN software delivery system to ensure that software distributions are being delivered correctly.
- Assist in performing software distribution updates, scripting, testing and support.
- Performs research into new versions of centrally supported software and performs beta testing, production rollout and post production support.
- Performs 2nd level desktop troubleshooting in conjunction with the Help Desk.
- Maintains and updates files (electronic and paper) and internal databases.

Server Operations and Administration:

- Assists in routine installation, configuration, testing and deployment of server hardware and software, including Local Area Network, Operating Systems, Electronic mail, Citrix, Database systems, Internet Web software, firewall, Domain Name Server (DNS), DHCP, mail relay, and various security software.
- Assists in routine administration, operation, technical support, and monitoring of server systems.
- Undertakes routine troubleshooting of server systems, If the problem persists, escalates to higher level in accordance with procedures.
- Performs routine 24x7 operations of assigned systems.
- Assists in responding to requests from user offices and assists in deploying/configuring systems so as to conform to infrastructure standards.
- Implements backups of servers following standard backup procedures.
- Collects various statistics on the performance and reliability of server systems, and produce pertinent reports.
- Maintains the documentation of server systems, pertinent to operations and system administration.

Service Installation and Support:

- Receives and logs problem calls or service requests in the automated tracking system with minimum delay.
- Attempts to resolve as many problem calls or service requests on initial contact
- Performs tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
- Diagnoses and resolves any hardware, software, or connectivity problem with minimum delay.
- Provides basic training to end-users on the use of standard systems.
- Logs all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, etc.

- Escalates problems to the appropriate parties in accordance with established procedure;
- Detects problem patterns and recommend solutions.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Performs other related duties as required.

Technical work on geospatial information service:

- Assist in the preparation of geospatial analysis products and reports;
- Collect, process and evaluate geospatial data;
- Integrate, analyze, and interpret geospatial data and remotely sensed imagery;
- Assist in the development of Analytics web sites and Hubs;
- Assist in the preparation, development and delivery of analytics services and products;
- Assist in carrying out geospatial/terrain and environmental analysis.

Administrative work performing a wide range of administrative support functions:

- Maintain communication with client in field missions;
- Coordinating administrative arrangements for official travel and training requests;
- Initiating procurement action for geographic information systems (GIS) equipment, software, supplies and services as well as satellite imagery by raising requisitions, and monitoring expenditures and payment of invoices;
- Perform other functions that may be assigned by the Chief Geospatial Information Officer or his/her designated officer.
- Performs other related duties as required.

Core Values:

Professionalism: Knowledge of internationally recognized procurement standards and of all phases of international procurement techniques and operations used in contracting for a diverse range of goods and services. Knowledge of contract law and expertise in handling complex contract issues. Knowledge of quantitative methods to measure supplier capacity systems and ability to identify sources of supply, market trends and pricing. Ability to shape and influence agreements with requisitioning units and vendors. Ability to apply technical expertise to resolve a range of issues/problems. 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. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

Integrity: Demonstrates the values of the United Nations in daily activities and behaviors. Acts without consideration of personal gain. Resists undue political pressure in decision-making. Does not abuse power or authority. Stands by decisions that are in the Organization's interest, even if they are unpopular. Takes prompt action in cases of unprofessional or unethical behavior.

Respect for diversity: Works effectively with people from all backgrounds. Treats all people with dignity and respect. Treats men and women equally. Shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making. Examines own biases and behaviors to avoid stereotypical responses. Does not discriminate against any individual or group.

Competencies

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

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

High school diploma or equivalent is required.

Technical qualification in Geospatial Sciences (Cartography, Geography, Geographic Information Systems (GIS) or equivalent) which involves geospatial information and image processing programmes is required.

Work Experience

A minimum of five (5) years of progressively responsible experience in the field of geospatial information related work are required.

Experience with image processing and geospatial analysis is required.

Experience with change detection, surveillance and monitoring application is desirable.

Experience in proofreading, copying and editing is desirable.

Experience with flood mapping is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in English and Spanish (both oral and written) is required.

United Nations Considerations

Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its

human resources, including but not limited to respect for international human rights and humanitarian law.

Candidates may subject to screening against these standards, including but not limited to whether they have committed or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

The United Nations shall place 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. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.

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.

IMPORTANT: Global General Staff Service Test (GGST) will be required for this position. Long listed candidates will be invited to present the computer based in the Duty Station of this Job Opening. Candidates who are currently serving staff members or former staff members employed within the last 24 months who have passed the Administrative Assessment Support Test (ASAT) in English at UN Headquarters, ECA, ESCWA, UNOV, UNOG, ICTR, or ICTY are exempt from the GGST. If you have passed the ASAT in English in one of the offices listed above, please inform us as soon as possible.