UNITED NATIONS MISSION IN COLOMBIA JOB OPENING
Internal / External

Job Title & Level:	**INFORMATION TECHNOLOGY ASSISTANT, GL-5**
Department/Office:	**UN VERIFICATION MISSION IN COLOMBIA**
Location:	**BOGOTA, COLOMBIA**
Posting Period:	**22 October – 06 November 2017**
Job Opening Number:	**MC-NJO-2017-043**

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

The Human Resources Section invites all interested and qualified candidates to apply for the announced position. All interested candidates should submit their applications (Personal History Profile - P11 form, which can be found at https://colombia.unmissions.org/empleo No CVs will be accepted) at the following e-mail address: MCrecruitment@un.org

Please do not submit any additional certificates/diplomas, employment letters and other documents at this stage of the application process, only the P11 form is sufficient.

Please include the job opening number of the above position in your e-mail application. Acknowledgment will be sent to short listed candidates only.

Organizational Setting and Reporting Relationships:
These positions are located in the Communications and Information Technology Section at the United Nations Verification Mission in Colombia. Incumbents will report to an Information Technology Officer or, the Chief of Communications and Information Technology Section.

Responsibilities:
Within delegated authority, the Information Technology Assistant will be responsible for the following duties: (These duties are not all inclusive nor are all duties carried out by all Information Technology Assistants.)

Desktop Administration and Configuration
- Assists in monitoring personal computers running the UN software delivery system to ensure that software distributions are being delivered correctly.
- Creates standard installation set-up procedures for users with UN ICT equipment and updates and enhances as necessary considering United Nations ICT regulations and Guidelines.
- 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, Unix, Linux, Lotus Notes, Citrix, Database systems, Internet Web software, firewall, Domain Name Server (DNS), DHCP, mail relay, and various security software.
- Provide support for LAN/Email/Internet/Intranet Services.
- Monitors the performance of the LAN, Metropolitan Area Network (MAN) and high-speed Internet access facilities
- Provides remote operations, maintenance service, and advanced technical support for access routers on the Wide Area Network.
- Coordinates with leased line carrier and/or remote site technical support staff, service restoration during facility failures.
- Assists with tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys,etc.
- 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.
- 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.
- Maintains the documentation of server systems, pertinent to operations and system administration.
- Prepares monthly reports on node and transmission facility performance including detailed reports of leased facility outages for outage rebate purposes.

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. In case of damage or major diagnosis, it must be reported to the Chief CITS with its Faulty report.
- 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.

Audio/Visual Conference Services
- Installs, configures and tests audio, video conference and desktop video conference hardware/software using available communication and network connectivity.
- Assists in meetings' preparation by preparing and configuring conference

hardware in various locations throughout headquarters and operates equipment during conferences.

- Provides support and training for new users of conference systems.
- Researches and evaluates new conference products ensuring compatibility with current operational standards and growth for future needs.

Procurement and Logistics

- Inspects all incoming assets.
- Obeys and enforces all security procedures.
- Troubleshoots, cleans, and repairs/rebuilds equipment.
- Performs hardware and software configuration in accordance with established procedure.
- Sorts, compiles, and stores equipment in accordance with work orders and/or equipment condition.
- Recommends acquisition of hardware, software, devices, tools, etc. to facilitate work.
- Perform any other duties as requested by the Chief of Communications and Information Technology Services or direct supervisor.

Service Coordination

- Receives and logs service requests in the automated request management system.
- Creates and assigns work orders in accordance with established procedure.
- Liaises with other areas of CITS to facilitate completion of service requests.
- Provides advice to clients regarding ICT standards and workflow processes.
- Performs quality assurance procedures to ensure client satisfaction.
- Escalates problems encountered to the supervisor.
- Performs filing and record-keeping tasks for the unit.
- Keeps abreast of latest ITSD standards and technology.

Physical Requirements

- May be required to work on shift assignments on weekdays to maintain the service coverage from 08:00 to 18:00. Occasionally, on average once a month, the incumbent may be required to work ad-hoc assignments during evenings or early mornings of working days as well as holidays and weekends.
- May be required to work on different locations according to the mission needs.
- May require the ability to cope with the working conditions of the Data Centre where the level of noise and electro-magnetic fields may be slightly higher than the normal office environment while the temperature may be lower.
- Perform any other duties as requested by the Chief of Communications and Information Technology Services or direct supervisor.

Competencies:

PROFESSIONALISM: Knowledge of procurement policies, processes and procedures generally and, in particular, those related to the purchase of supplies and services. Knowledge of financial rules and regulations and ability to research and gather information from a variety of standard sources and 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. 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. **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. **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 is required. Diplomas or Certificates in Electronic Engineering, Systems Engineering and Computer Engineering are desirable.

Work Experience: At least five (5) years of experience in Information Technology, Telecommunications or a related field is required. Experience in working in the service department as a help desk attendant is an asset

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

Other: Valid national driving license is required; CISCO training is an asset; ability to do technical reporting is desirable.

United Nations Considerations
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.
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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.