UNITED NATIONS VERIFICATION MISSION IN COLOMBIA JOB OPENING
Internal / External

Job Opening Number:	**UNVMC-NJO-2021-023**
Post Title	**Information Systems Assistant**
Level	**G5**
Department/Office:	**Field Technology Section (FTS)**
Location:	**BOGOTA, COLOMBIA**
Number of posts	**01**
Posting Period:	**22 October – 21 November 2021**
Duration	**One Year (with possibility of extension, subject to availability of fund)**

IMPORTANT NOTE:
To implement the United Nations System-wide Gender Parity Strategy, female candidates are encouraged to apply

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 may 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 the subject line of your e-mail application**. Only short-listed candidates will be contacted.

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

Responsibilities
Within delegated authority, the Information Systems Assistant will perform and be responsible for the following duties: (These duties are not all inclusive).

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 postproduction 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 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 problems 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.

Procurement and Logistics:
- Receives, unpacks, and inspects all incoming assets.
- Enters assets and asset transactions into the automated inventory management system in accordance with established procedure.
- Obeys and enforces all security procedures.
- For stock purchases under $1000, solicits multiple bids from various vendors.
- 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.
- Monitors inventory levels and alert supervisor when low thresholds are reached.
- Keeps abreast of developments in technology in the UN and in the industry in general.
- Recommends acquisition of hardware, software, devices, tools, etc. to facilitate work.

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 FTS to facilitate completion of service requests.
- Provides advice to clients regarding FTS 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 FTS standards and technology.

Other duties may be required...:
- May be required to work on shift assignments on weekdays to maintain the service coverage.
- The incumbent may be required to work ad-hoc assignments during holidays and weekends.
- May be required to work on different locations according to the mission needs.

Work implies frequent interaction with the following:
- Chief of Communications and Information Technology Section.
- Chief Operation and Chief Service Management.
- Senior administrative staff, FTS focal Points and focal points in user offices.

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.
- Performs other related duties as required.

UN Core Values

Professionalism: Knowledge of information technology and applications, including computer system networks. Ability to conduct network maintenance, provide server services and user support. 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 the 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.

UN Core 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. ITIL, ISO/IEC 20000 or similar quality management systems certification is desirable.

Work Experience
A minimum of five years of experience in providing end-user support on common IT systems and services, such as Windows 10 and Active Directory is required. Experience with SharePoint, WordPress, or technical writing is desirable.

Experience with ITIL, ISO/IEC 20000 or similar quality management systems is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English and Spanish is required. Knowledge of another official United Nations language is an advantage.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview

<u>United Nations Considerations</u>

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.