
JOB POSTING DETAILS

Posting Title:	Information System Assistant
Job Code Title:	Information System Assistant
Opening Number:	OSESGY-2019-IC-002
Department/Office:	Office of the Special Envoy of the Secretary-General for Yemen
Location:	Aden, Yemen
Type of Contract:	Individual contract
Duration of Contract:	Six (6) months
Posting period:	14 – 23 January 2019

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Special Notice:

The Office of the Special Envoy of the Secretary General for Yemen invites all interested and qualified candidates to apply for the announced position. All interested candidates should submit their applications (Personal History Profile – P11) to the Recruitment Unit via email OSESGYrecruitment@un.org.

This Job Opening is *for an initial period of Six (6) months with possible extension to a maximum period of nine (9) months*. Any extension of contract is subject to availability of funds.

Important Notice: Applicants are required to submit only the P-11 form at this time since OSESGY is not able to consider a Curriculum Vitae or Resume. Therefore, *only applications made via the UN P-11 form will be considered*. Additionally, please do not submit any supporting documents such as diplomas / educational certificates. These documents will be requested only from those candidates who have successfully passed the assessment / interview process.

Org .Setting And Reporting:

This position is located in the Office of the Special Envoy of the Secretary-General to Yemen (OSESG-Yemen) based in Aden, Yemen. The Information System Assistant will report to the Communications Technician at the international level who is based in Sana'a.

Responsibilities:

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

- Provides support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshoots for various applications i.e., service support, as elaborated in the pages below.

- Provides timely and efficient IT support to all Mission components and sites.
- Receives and logs problem calls or service requests in the automated tracking system.
- Attempts to resolve problem calls or service requests on initial contact.
- Diagnoses and resolves relatively simple hardware, software, or connectivity problems.
- Assists Network unit to provide network connectivity in the mission area and all team sites.
- Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation/uninstallation, software installation, LAN connection, returns to stock, etc.,
- Escalates problems to the appropriate parties in accordance with established procedures.
- Provides basic training to end-users on the use of standard systems.
- Distributes and deploys new computers and IT equipment in the Mission.
- Cooperates with Assets Management Unit to update the issuance and return to stock items.
- Takes charge of the Help Desk management in the absence of supervisor.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Performs other related duties as required.

Education:

High school diploma or equivalent is required. Technical qualification in Information System is also required.

Work Experience:

A minimum of five years of progressively responsible experience in information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work.

Languages:

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

Assessment Method:

Evaluation of qualified candidates may include an assessment exercise which may be followed by interview.

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.

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.