
JOB POSTING DETAILS

Posting Title:	Information Systems Assistant, GL-6
Job Code Title:	Information Systems Assistant
Opening Number:	UNMHA-2019-NJO-007
Department/Office:	United Nations Mission to Support the Hudaydah Agreement (UNMHA)
Location:	Hodeidah, Yemen
Type of Contract:	Temporary
Duration of Contract:	Six (6) Months
Posting period:	23 May – 30 May 2019

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

Special Notice:

This position is being advertised for advance planning purposes pending formal approval of the relevant funding and staffing structures for a duration of 6 months. An appointment may be terminated, or post level adjusted in accordance with the Staff Rules for such reasons as abolition of post or reduction of staff or committee funding approvals, for example in the event that the funding for the post is not approved or the mandate of the mission is not extended.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

Org. Setting and Reporting:

This position is located in the Field Technology Section in the Office of the United Nations Mission to Support the Hudaydah Agreement (UNMHA). The incumbent will be based in Hudaydah, Yemen, and will report to the Chief, Field Technology Section.

Responsibilities:

- Within the delegated authority, the Information Systems Assistant will be responsible for performing the following duties:
- Provides a full range of technical and functional support for computer information systems job elements, as assigned, including Applications Support, Server/Data Centre Administration, Network Administration, IT Service Support, and ICT Security/DRBC;
- Performs tasks corresponding to relevant service requests;
- Provides timely and efficient IT support to all assigned mission components and sub-sites;
- Diagnoses, researches, and resolves relatively complex problems within the area(s) of specialization;
- Drafts correspondence and communications, including work plan revisions and other related issues, as well as prepares unit contributions for a variety of periodic reports;
- Serves as focal point for coordination of related activities, such as, monitoring or expediting of computer applications or systems development projects, extensive liaising with diverse organizational units; preparing standard terms of reference; processing and following-up on administrative actions and resolving issues related to project implementation, e.g. organization of and participation in training, procurement of equipment and services, etc.;
- Keeps abreast of developments in the field; performs benchmarking and proposes new acquisitions;
- Provides guidance to new/junior staff. Ensures training is received to support proper implementation of projects/assignments;
- Performs other duties as assigned.

Competencies:

Professionalism: Knowledge of organizational information infrastructure, including hardware, software and application systems. Knowledge of relevant programming language(s) and ability to use programming skills to develop information systems. Knowledge of system development workflow and document flow processes, ability to conduct research and gather information from a wide variety of standard and non-standard sources. Ability to respond to changing requirements and assignments, ability 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.

Communication: Speaks and writes clearly and effectively; Listens to others, correctly interprets messages from others and responds appropriately; Asks questions to clarify, and exhibits interest in having two-way communication; Tailors language, tone, style and format to match the audience; Demonstrates openness in sharing information and keeping people informed.

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.

Education:

A High school or equivalent diploma is required. A technical or vocational certificate in information systems, system administration and maintenance, software development, technical writing or related area is desirable.

Work Experience:

A minimum of seven (7) years of progressively experience in information systems analysis and programming, systems administration and maintenance, software development, technical writing or related area is required. Solid computer skills including proficiency in word processing and spreadsheets are required. Experience working at a UN field mission or UN Agencies in this capacity is desirable.

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 competency-based 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.