
JOB POSTING DETAILS

Posting Title:	Information Systems Assistant, GL-5
Job Code Title:	Information Systems Assistant
Opening Number:	UNMHA-2019-NJO-16
Department/Office:	United Nations Mission to Support the Hudaydah Agreement (UNMHA)
Location:	Sana'a, Yemen
Type of Contract:	Temporary
Duration of Contract:	Initially up to 31 December 2019
Posting period:	2-8 July 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 up to 31 December 2019. 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 Sana'a, Yemen, and will report to the Chief, Field Technology Section.

Responsibilities:

Within delegated authority, the Information Systems 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.
- 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.
- 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.

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.

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 limitations of technology to the work of the office; Actively seeks to apply technology to appropriate tasks; Shows willingness to learn new technology.

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 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 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.