
JOB POSTING DETAILS

Posting Title:	Information Systems Assistant, GL-6
Job Code Title:	Information Systems Assistant
Opening Number:	UNMHA-2021-NJO-010
Department/Office:	United Nations Mission to Support the Hudaydah Agreement (UNMHA)
Location:	Hudaydah, Yemen
Type of Contract:	Fixed Term Appointment
Duration of Contract:	One year
Posting period:	17 February - 3 March 2021

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

Special Notice:

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 and Hudaydah Regional Admin Officer.

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 administrative, budgetary, financial and human resources policies and procedures; Ability to apply various United Nations administrative rules and regulations in work situations; Conceptual analytical and evaluative skills to conduct independent research and analysis; Ability to identify issues, formulate opinions, make conclusions and recommendations; 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; Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas 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.

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:

A High school or equivalent diploma is required.

Work Experience:

A minimum of seven 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.