



**United Nations Assistance Mission for Iraq (UNAMI)**  
**INTERNAL\EXTERNAL VACANCY ANNOUNCEMENT**

<b>Job Opening No.</b>	<b>195103</b>	<b>Deadline</b>	<b>30/11/2022</b>
<b>Post Title</b>	<b>Information Technology Assistant</b>	<b>Level</b>	<b>G6</b>
<b>Organizational Unit</b>	<b>Field Technology Section</b>	<b>Location</b>	<b>UNAMI, Baghdad</b>
<b>VA date:</b>	<b>16/11/2022</b>		

**DUTIES AND RESPONSIBILITIES**

Within delegated authority, the Information Technology Assistant will be responsible for 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; occasionally supervises a team of staff for specific projects.
- Organizes the provision and support of IT services for the mission, providing operational support for IT systems application; messaging and collaboration systems, analyzing and implementing IT system changes and updates, providing training to end-users on new IT systems, developing and updating the IT disaster recovery plan, provide support in formulating ICT financial planning, operational budget and monitor expenditure.
- Performs tasks corresponding to relevant service requests. Oversee the administration, operation, technical support, and monitoring of systems; undertake complex troubleshooting of systems and infrastructure. Liaise with other units within the section and other support elements of the mission to maintain optimal 24/7 operation for the systems and ICT operations. Identify the need for new systems and improvement to existing systems.
- Performs regular vulnerability assessment of production system to identify weakness as well as to determine the need for updating systems with fixes and patches. Plan, implement and maintain security controls for various applications and end-users' equipment; verify the effectiveness of security controls in place; maintain accurate access control lists including rights and privileges.
- Provides timely and efficient IT support to all assigned mission components and sub-sites; diagnoses, research, and resolves relatively complex problems within the area(s) of specialization. Acts as problem escalation point for technical staff at lower levels. Escalates problems/incident to the appropriate parties in accordance with established procedure and recommends solution. Establish procedures to ensure that all computers software distributions delivered appropriately.
- Replaces/Upgrades computers, printers, and other ICT equipment in accordance with standard equipment life cycle. Draft correspondence and communication, including work plan revisions and other related issues, as well as prepares unit contributions for a variety of periodic reports. Provide advice to clients regarding Information Technology standards and workflow processes.
- In coordination with the section's budget unit, prepares IT unit requirement. Make sure that IT requirement and input for the budget comply with the UN standards ratios. Manage IT assets holding, distributes them among units based on the budget ratios.

- Assists in streamlines ICT Service management functions which includes the receipt and logging of service requests in the automated request management system; creates and assigns work orders in accordance with established procedure; distributes work assignments and monitor progress.
- Participates in technical/management meetings to keep abreast of the enterprise projects. Attend trainings to maintain level of competence and support a successful implementation of projects/assignments. Initiate the acquisition of IT equipment and supplies in accordance with the approved budget and the mission acquisition plan. Initiate the write-off of assets that have reached their life cycle.
- Interrelates and cooperate with the mission clients throughout various means of support on any IT related issues and when necessary, provide technical advice, recommendation, and best practices.
- Performs other duties as assigned.

### QUALIFICATIONS AND EXPERIENCE

**Education:** High school diploma or equivalent is required.

Certificate/diploma in Computer Science, Information Systems, Mathematics, Telecommunication or Engineering is required.

**Experience:** A minimum of seven (7) years of progressively responsible experience in information systems analysis, database installation and management, systems administration and maintenance, software applications, hardware installation, and related work is required.

Knowledge of computer applications Microsoft O365 is desirable.

Knowledge of Technological background, certificates and/or expertise in Windows Systems, Computer Networks, Hardware Maintenance is desirable.

**Language:** English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English and Arabic is required.

### UN CORE VALUES AND COMPETENCIES

**Professionalism:** Good analytical and problem-solving skills, plus the ability to handle a range of communications equipment. Good interpersonal skills: ability to work in multi-cultural, multi-ethnic environment with sensitivity, humanity and humility. Receptive towards client needs. Demonstrated organizational skills and ability to establish priorities and to plan, coordinate and monitor own work plan, with minimal supervision, under the pressure of frequent and tight deadlines. 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.

**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.

## **APPLICATIONS**

This job opening is advertised on the United Nation Secretariat's talent management platform, Inspira. To submit an application, click "Apply Now" after following this link:

<https://careers.un.org/lbw/jobdetail.aspx?id=195103&Lang=en-US>

Only applications submitted through Inspira will be considered for this job opening. Applicants must have an Inspira account to create and submit applications. Staff members are assigned an employee account upon appointment with their index number as the User ID. Other applicants may create an account.

For guidance on building and submitting applications, refer to the "Applicant Guide" available on the "Manuals" page. To access this page, click "Manuals" on the top of the Inspira homepage after logging into your account.

The necessity for ensuring the highest standards of efficiency, competence and integrity remain the paramount considerations in the employment of personnel. To ensure fairness and transparency, selection will be made on a competitive basis through a selection panel.