



RE-ADVERTISEMENT
UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT
Vacancy Notice No. IVN/EVN/GAL/20/04

Title of Post	IT Assistant	Category/grade	General Service, G4
Post Number	10020925	Type of contract	Fixed-Term Appointment
Location	Galkayo, Somalia	Date of Issue	26th August 2020
Effective date of assignment	As soon as possible	Closing Date	8th September 2020

Organizational Setting and Work Relationships:

The IT Assistant works under the direct supervision of a Senior Officer and the technical supervision of an IT Officer at sub-, branch office or regional level. S/he has working relationships with UNHCR staff members in the office and other offices within the country as well as with staff of UN agencies and other UNHCR partners to exchange information and to provide assistance.

Operational Context:

The incumbent will be responsible for regularly updating the contact directory of the Sub Office; manage Progress Database; assist with IT-related registration activities; receive and track pouch; receive, store, manage, and track ICT equipment and devices; and participate in the development of the yearly procurement plan of ICT equipment and devices.

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All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Duties

- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, and Switches, Patch panels, Access points, to prevent faults occurring.
- Ensure that ICT problem recovery is done as quickly as possible and make regular system back-ups.
- Assist with the installation of the software packages, basic repair/maintenance of computer hardware and telecom equipment.
- Train UNHCR staff on email system, utilization of VHF handhelds, telephone system. Radio communication training to new IP staff and package police in the field.
- Distribute incoming cables, messages and other communication in accordance with established instructions.

- Add and remove users from the Networks.
- Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.
- Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
- May attend telephone calls and keep records of such calls.
- Carry out administrative duties, within the area of competence as assigned.
- Decide on appropriate resolution to incidents.
- Escalate incidents where they cannot be resolved at the office level.
- Perform other related duties as required.

Minimum Qualifications

Education & Professional Work Experience:

- Education: Completed high school
- Job experience: 1 year relevant experience with High School Diploma; or Bachelor or equivalent or higher
- Knowledge of English and/or UN working language of the duty station if not English

Desirable Qualification / Experience:

- Certificate and/or Licences in Telecommunications or Information Management

Competency Requirements:

Core Competencies:

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

Cross-Functional Competencies:

- Technological Awareness

Eligibility:

Group 1 & 2: Interested current staff members should consult the Instruction on Recruitment and Assignment of Locally Recruited Staff (**RALS**). If you have questions regarding your eligibility, you may also contact the HR Unit.

External candidates: External candidates must meet the essential minimum requirements of the position and candidates not citizens of the country must comply with all eligibility requirements for employment in line with the prevailing legislative prerequisites in the country.

Remuneration:

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>

Submission of Applications:

If you wish to be considered for this vacancy, please submit your letter of motivation and signed Personal History Form by e-mail **clearly stating the position title, vacancy notice number in the subject line to: sommohrs@unhcr.org** by the **8th September 2020**.

The Personal History Form and its supplementary sheet is attached.

No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates may be required to sit for a written test and/or oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

Refugees – who cares? We Do.