

Job Opening

Posting Title:	ASSOCIATE INFORMATION SYSTEMS OFFICER, P2
Job Code Title:	ASSOCIATE INFORMATION SYSTEMS OFFICER
Department/Office:	Rosters Administered by Department of Operational Support
Duty Station:	Field Locations
Posting Period:	07 February 2022 - 16 March 2022
Job Opening Number:	22-Information Management Systems-RADOS-173606-P- (M)
Staffing Exercise	N/A



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

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Org. Setting and Reporting

These positions are located in the United Nations Field Peacekeeping Operations, Special Political Missions, Service Centres and Offices as applicable. The Associate Information Systems Officer reports to the Information Systems Officer and assists with the implementation of the work plan based on the Mission's requirements and helps the team to deliver high quality products and services. S/he provides support to the planning and organizing of training sessions on the Mission's information systems functions and provision of content related support to the maintenance of databases.

Responsibilities

- Participates in preparing user requirements and other technical specifications.
- Assists in the design, development and installation of information systems.
- Undertakes analysis of well-defined modules within the system, develops enhancements and new features to existing systems; may design and implement small, stand-alone systems as needed (e.g. to meet individual user requirements).
- Undertakes rigorous testing and proving of applications software.
- Maintains assigned portions of systems, providing operational support for system's applications, analyzing and implementing system changes/upgrades, etc.
- Participates in developing and maintaining Information Systems project plans, schedules, and budgets. Assists in identifying appropriate human and technical resources to complete the project, assists in assuring that deviations from project schedule are addressed and communicated, assists in developing timely project status reports, monitoring project risk factors, escalating project issues, and providing Quality Assurance for all project deliverables.
- Writes and develops programs to interface with existing systems.
- Ensures data security and integrity.
- Participates in developing disaster recovery plans.
- Prepares, updates and maintains system's documentation and related technical/procedural manuals.
- Assists in procurements, including conducting needs assessments and benchmarks, preparing technical specifications and evaluation criteria.
- Assists in the set-up and monitoring of software performance measures.
- Participates in Helpdesk support services.
- Participates in facilitating communications between CITS and its clients for good client relations and be responsible for small to medium client accounts.
- Assists in the development of Service Level Agreements (SLAs) between the client and CITS, for either specific IT services or general technology support, including any charge back mechanisms.
- Advises users on the most suitable hardware and software for different tasks; maintains and enhances software.

Accessibility

- Drafts training materials and conducts training sessions and demonstrations of systems for users.
- Participates with senior staff in assessing and testing new technology.
- Performs ad hoc duties as required.
- May provide guidance to new/junior staff.

Competencies

Professionalism: Knowledge of modern Information Technologies and Information Systems. Ability to write and fix computer code and maintain Information Technology infrastructure. Shows pride in work and in achievements. 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.

Planning and organizing: Develops clear goals that are consistent with agreed strategies. Identifies priority activities and assignments; adjusts priorities as required. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary. Uses time efficiently.

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

An advanced university degree (Master's degree, or equivalent) in computer science, information systems, communication technology or related field is required. A first-level degree (Bachelor's degree or equivalent) in the specified fields of studies, with two (2) additional years of qualifying work experience may be accepted in lieu of the advanced university degree.

A first-level university degree and no experience will be accepted for candidates who have passed the Young Professionals Programme Examination (YPP)/United Nations National Competitive Recruitment Examination (NCRE) or the General Service to Professional Examination (G to P).

Work Experience

A minimum of two (2) years of progressively responsible experience in the planning, design, development, implementation and maintenance of computer information systems or related area is required.

No experience is required for candidates who have passed the United Nations Young Professionals Programme Examination (YPP), the United Nations Competitive Recruitment Examination (NCRE) or the G to P Examination (G to P).

Experience in the field of information systems or related area in a conflict or post-conflict setting is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English is required. Knowledge of another official United Nations language is desirable.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

The United Nations Secretariat maintains rosters of qualified and available candidates to fill anticipated job openings in peacekeeping operations, special political missions, and other field operations.

The purpose of this job opening is to generate a list of qualified candidates for inclusion in the Associate Information Systems Officer, P2 roster. The entire assessment process takes an average of six months; all applicants will be notified in writing of the outcome of their application (whether successful or unsuccessful) within 14 days of the conclusion of the process. Successful candidates will be placed on the roster and subsequently will be invited to apply for field mission vacancies open only to roster members. Roster membership does not guarantee selection.

United Nations Considerations

Accessibility

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places 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. The United Nations Secretariat is a non-smoking environment.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

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.

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