

Posting Title:	INFORMATION SYSTEMS ASSISTANT, FS5
Job Code Title:	INFORMATION SYSTEMS ASSISTANT
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-173503-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 Information Systems Assistant at this level supports Information Systems Officers' work in ensuring the development and implementation of the Unit's work plan based on Mission requirements. The incumbent supports the Unit in the delivery of high-quality products and services.

Responsibilities

Within limits of delegated authority, the Information Systems Assistant will perform the following duties:

- Assists with the planning of all major information systems projects within the Mission, monitoring the progress of the systems analysis, design, development, testing and implementation of new, moderately complex systems, and/or, participates as a member of a team with responsibility for major components of more complex systems;
- Assists with the management of the Information Systems budget, formulating and monitoring budget allocations and expenditures, verifying funding and ensuring no overrun occurs;
- Supports the development of technical specifications for the procurement of equipment and contractual services, and coordinates the technical evaluation of offers and proposals received;
- Handles all aspects of contract administration including the establishment of service level agreements with vendors and chargeback policy for users;
- Assists the team with the development of strategies to implement global information systems projects originating out of DOS/OICT and the Mission;
- Assists the team with the development, implementation and monitoring of information systems standards, guidelines and procedures;
- Assists the team with the development of detailed systems and other functional specifications and user documentation as required;
- Provides advice to users, analysing user requirements and translating these into new applications; determines application systems integration and linkage issues;
- Maintains, upgrades or enhances existing user systems; troubleshoots and provides continuing support, to include resolving difficult problems, advising on the use of new techniques, monitoring transactions to measure performance and continued effectiveness of assigned systems, etc.;
- Supports the team with the development of training materials, operating and user manuals and trains staff in the use of assigned systems;
- Assists with the development of disaster recovery plans relating to information systems and ensures appropriate planning and training of those responsible;
- Researches, analyses and evaluates new technologies and makes recommendations for their deployment;
- Participates in writing reports and papers on systems-related topics, system requirements, information strategy etc.;
- Develops the yearly work plan, mentors and supervises personnel of the Unit.

Internetworking and Infrastructure:

- Participates in the development of plans for major IT systems' projects within the mission, monitoring the progress of the design, installation and commissioning of various networks and systems;
- Contributes to the maintenance of internet working systems that includes routers and switches, operating systems' platforms, database management systems, servers, workstations, and related equipment;
- Devises and administers disaster recovery plans; provides training for support staff in implementing these

Accessibility

plans to ensure optimal readiness;

- Shares responsibility for the proper implementation of backup and recovery procedures;
- Maintains a regular review of the network resources access control, data security, and server and data stores security systems;
- Ensures all information security systems are properly configured and maintained;
- Supports the user access control for network resources and overall network security;
- Provides guidance to, and may supervise, new/junior staff, consultants, etc.

Competencies

Professionalism: Knowledge of Information Systems and Telecommunications Technologies for large and complex organizational environments; ability to organize and manage diverse and cross-functional groups, across geographically dispersed locations, for institutional systems in conflict and post conflict areas; conceptual and strategic analytical capacity to understand information system and business operational issues so as to thoroughly analyze and evaluate critical systems matters; knowledge of administrative, budgetary, financial, procurement and human resources policies and procedures; ability to provide specialized advice on a broad range of ICT issues to the Senior Management of the Mission; ability to produce reports and papers on technical issues and to review and edit the work of others; ability to apply UN rules, regulations, policies and guidelines in work situations. 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.

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.

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

High school diploma or equivalent is required.

Job - Specific Qualification

Technical or vocational certificate in computer science, information systems, mathematics, statistics or related field is desirable.

Work Experience

At least eight (8) years of progressively responsible experience in Information Systems and Technology, or related area is required.

Experience providing services in the field of Information Systems and Technology or related area to or in a field operation of the United Nations common system or comparable international organization is desirable.

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

Languages

French and English are the working languages of the UN Secretariat. For this position, fluency in both oral and written English is required. Knowledge of another official United Nations language is an advantage.

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 Information Systems Assistant, FS-5 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

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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