
UNITED NATIONS VERIFICATION MISSION IN COLOMBIA JOB OPENING
Internal / External

Job Title & Level:	Information Systems Assistant, GS-5
Department/Office:	UN VERIFICATION MISSION IN COLOMBIA
Location:	BOGOTA, COLOMBIA
Posting Period:	13 July 2021-03 August 2021
Job Opening Number:	UNVMC-NJO-2021-014- One year Fixed-Term appointment with possibility of extension

UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY

IMPORTANT NOTE:

In order to implement the United Nations System-wide Gender Parity Strategy, for this job opening preference female candidates are strongly encouraged to apply.

The Human Resources Unit invites all interested and qualified candidates to apply to the announced position. All interested candidates should submit their applications using the P11 form, which can be found at <https://colombia.unmissions.org/empleo>, or Personal History Form (PHP) **(CVs will NOT be accepted)**. Please review that your application, either P-11 or PHP, is properly signed and has information on your contact details: email address and telephone numbers. You may send your application to the following e-mail address: mcrecruitment@un.org

Please be advised that only applications using the UN P11 or PHP form will be reviewed. Please do not submit any additional certificates/diplomas, employment letters and other documents at this stage of the application process. Kindly ensure that you include the job opening number for the above position in your e-mail application. Only short-listed candidates will be contacted.

If you are an internal candidate with a Fixed Term Appointment within the UN Secretariat, please attach the last 2 performance evaluations to your application. If you are employed by an entity of the United Nations Common System, please indicate your category and level.

Organizational Setting and Reporting Relationships:

This position is in the Field Technology Section (FTS), at the United Nations Verification Mission in Colombia. Incumbent will firstly report to the Chief Operations FTS and secondly the Chief of Field Technology Services.

Responsibilities:

Within delegated authority, the Information Systems Assistant will be responsible for the following duties: (These duties are not all inclusive nor are all duties carried out by all Information Systems Assistants.

- Assists with, in the planning, specification, design, development, implementation and support of computer application systems and programs using UN established standards for IS technologies, programming languages and tools;
- Serves as focal point for coordination, monitoring and expedition of computer application systems development projects, involving extensive liaison with diverse organizational units and Service Providers to initiate requests; prepares standard terms of reference; processes and follows-up on administrative actions and resolves issues related to project implementation, e.g. organization of and participation in training, procurement of equipment and services, etc.
- Maintains functional specifications for computer application systems, programs and procedures; performs ongoing reviews with users and developers; liaises with users to define and specify requirements; assists with version management, data recovery and deployment to users' offices;
- Plans, implements and maintains security controls for various applications; verifies the effectiveness of security controls in place; maintains accurate access control lists including rights and privileges;
- Provides support for Data Recovery/Business Continuity software applications and systems;
- Prepares technical and user documentation for deployed computer application systems, training materials and conducts technical presentations; drafts correspondence and communications, including work plan revisions, as well as unit contributions for a variety of periodic reports;
- Keeps abreast of developments in the field; performs benchmarking and proposes new acquisitions;

IT Support

- Install set-up procedures for users, with UN ICT equipment, including updates and enhancements as necessary.
- Assist in performing software distribution updates, scripting, testing and support.
- Perform research into new versions of centrally supported software and performs beta testing, production rollout and post production support.

Network Administration:

- Analyses plans for the implementation of network projects in accordance with Mission requirements and applicable UN policies and standards;
- Reviews network configuration ensuring maximum efficiency and optimal usage of resources;
- Participates in the management of network backup and security enforcement policies
- Assists with and may supervise the work of personnel and/or contractors assigned to the Network Administration Unit;

- Ensures the integrity of the various internetwork connections within the missions Intra- and Extranets;
- Assists with the implementation of new and emerging technologies for voice, video, and data integration;
- Supports the design, implementation and maintenance of Data Security projects with emphasis in network security, monitoring, resourcing, and other UN standard technologies;
- Maintains properly administered access control lists including rights and privileges;
- Participates in the security incident response activities;

Audio/Visual Conference Services

- Install, configure, test and operate audio, video conference and desktop video conference hardware/software using available communication and network connectivity.

Physical Requirements

- May be required to work on shift assignments on weekdays to maintain the service coverage from 08:00 to 18:00. Occasionally, on average once a month, the incumbent may be required to work ad-hoc assignments during evenings or early mornings of working days as well as holidays and weekends.
- May be required to work on different locations according to the mission's needs.
- May require the ability to cope with the working conditions of the Data Centre where the level of noise and electro-magnetic fields may be slightly higher than the normal office environment while the temperature may be lower.
- Performs any other duties as requested by the Chief Field Technology Services or direct supervisor.

Core Values

PROFESSIONALISM: 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. commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

INTEGRITY: Demonstrates the values of the United Nations in daily activities and behaviors. Acts without consideration of personal gain. Resists undue political pressure in decision-making. Does not abuse power or authority. Stands by decisions that are in the Organization's interest, even if they are unpopular. Takes prompt action in cases of unprofessional or unethical behavior.

RESPECT FOR THE DIVERSITY: Works effectively with people from all backgrounds. Treats all people with dignity and respect. Treats men and women equally. Shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making. Examines own biases and behaviors to avoid stereotypical responses. Does not discriminate against any individual or group.

Competencies:

TECHNOLOGICAL AWARENESS: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

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.

Qualifications:

Education: High School diploma or equivalent is required.
Technical or vocational certificate in Information Systems Technology is desirable.

ITIL foundation certification is desirable. VMware Vsphere: Install, Configure and Manage training is desirable.

Cisco CCNP Enterprise certification or Cisco CCT Routing and Switching are desirable.

Diplomas or Certificates in Electronic Engineering Systems Engineer or Technological specialist in Database Administration is desirable.

Work Experience: At least five (5) years of experience in Information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work is required.

Experience in carrying out programmatic/administrative tasks necessary for the functioning of the Unit including preparation of cost estimates/budgets, reporting on programme performance, contracting vendor services is desirable. Experience in working with other IT areas is desirable.

Languages: English and French are the working languages of the United Nations Secretariat. For the post advertised, Spanish and English (both oral and written) is required.

United Nations Considerations

Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for international human rights and humanitarian law.

Candidates may be subject to screening against these standards, including but not limited to whether they have committed or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

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.

The United Nations is taking steps to improve gender parity at all levels. We are committed to an inclusive culture and exciting opportunities for women in FTS therefore, female applicants are highly encouraged to apply.

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.

IMPORTANT: Global General Staff Service Test (GGST) will be required for this position. Long listed candidates will be invited to present the computer based in the Duty Station of this Job Opening. Candidates who are currently serving staff members or former staff members employed within the last 24 months who have passed the Administrative Assessment Support Test (ASAT) in English at UN Headquarters, ECA, ESCWA, UNOV, UNOG, ICTR, or ICTY are exempt from the GGST. If you have passed the ASAT in English in one of the offices listed above, please inform us as soon as possible.