

EXTERNAL VACANCY ACNUR/GS5-Snr IT Assistant

Title: Snr IT Assistant
Duration: December 2018
Type of Contract / Duty Station: Temporary Appointment / Mexico City

OPERATION CONTEXT

UNHCR operation in Mexico has considerably increased its presence and field interventions in response to the growth of the asylum applications and refugees residing in the country. In order to guarantee a harmonized and coordinated implementation of activities in the field, in particular those related to reception conditions, cash assistance, registration and protection monitoring, there is a need to continue strengthening field coordination among UNHCR partners, NGOs, local authorities and other stakeholders.

UNHCR Mexico (BOMEX) has two FOs located in Tapachula, Chiapas and Tenosique, Tabasco and two FUs in Acayucan, Veracruz and Saltillo, Coahuila; the country office in Mexico City is composed by the Representation and 7 functional units (Protection, Solutions, Field Coordination, Programme, Administration, PI/Communications, Security and Private Sector Partnership).

In addition, the BO directly undertakes activities in the Centre and North of Mexico. It also coordinates efforts with the government (federal and local levels), partners and other actors such as NGOs and UN agencies, as well as with UNHCR offices in neighbouring countries. Currently there are 22 Partnership Project Agreements with local NGOs and two International NGOs mainly to support reception conditions, distribution of humanitarian and legal assistance as well as local integration.

Under this context it is expected that the Snr IT Assistant will work closely with the overall supervision of the Snr Regional ICT Officer (SRICTO) based in Panama, s/he provides support and timely ICT services in BO Mexico including its Field Offices and Units

HOW TO APPLY

Send your application to mexmevac@unhcr.org with the subject: YOUR LAST NAME/ExtVac/GS5Snr IT Assist together with UN Personal History form, P.11, NEW FORMAT (available at <http://www.unhcr.org/recruit/p11new.doc>), CV and one page motivation letter.

Deadline to receive applications: May 1st, 2018. The selected candidate will be expected to initiate activities on May/June 2018.

UNHCR is not in a position to provide any support related to work permits in Mexico. Applications from expatriate candidates are welcome, but the applicant must be in possession of a permanent residence card or a valid permit to work in Mexico.

NOTE: Only candidates that have been considered as relevant for the selection process will be contacted. A test will be applied.



UNHCR JOB DESCRIPTION

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

(STANDARD)

PART 1 – IDENTIFICATION OF POST

1.1 POST No. : **Temporal**

1.2 POST TITLE : **Senior IT Assistant**

| POST GRADE: **G5**

1.3 LOCATION : Mexico City, Mexico

PART 2 – POST REQUIREMENTS

2.1 DESCRIPTION OF RESPONSIBILITIES (Describe the specific tasks/responsibilities assigned to this post. If this is a regional post, please indicate also countries covered)

1. Assist the office in setting standards for applications that meets the needs of the users and supports the overall Information Technology.
2. Monitor and maintain the LAN, Network Servers, Printers, LAN points, Hubs, Patch pane, etc. to prevent faults occurring.
3. Ensure that information problem recovery is done as quickly as possible by making regular system back-ups
4. Assist with the installation of software packages, basic repair/maintenance of all computer hardware in the office and where required implementing partners.
5. Train UNHCR staff on email operation system
6. Add or remove users from the Network
7. Maintain the inventory of IT equipment
8. Perform other duties as required

2.2 MINIMUM ESSENTIAL QUALIFICATIONS (to perform work of the post)

2.2.1 COMPETENCIES (List the reference numbers and names of the applicable functional and managerial competencies – CMS booklet provides reference numbers, competency names, definitions and indicators – considered to be particularly relevant and most desirable for appointment to the above post)

Managerial Competencies

1. ☐ MC01: Strategic Planning
2. ☐ MC02: Leadership
3. ☐ MC03: Managing Performance
4. ☒ MC04: Coaching and Developing Staff
5. ☒ MC05: Managing Resources
6. ☒ MC06: Political and Organization Awareness

Functional Competencies

1. TE 02: Maintaining the Network
2. TE05: System Administration
3. US02: Meeting Users' Needs
4. US03: Supporting Users
5. US04: Maintaining/Improving Standards
6. CL03: Data Handling

2.2.2 EDUCATION

- ☐ PRIMARY EDUCATION ☒ SECONDARY EDUCATION ☐ UNIVERSITY DEGREE
☐ ADVANCED UNIVERSITY DEGREE ☐ HIGHEST LEVEL UNIVERSITY DEGREE

DISCIPLINE (Please specify): Certificate/training in Information Technology.

2.2.3 JOB EXPERIENCE (Indicate the minimum number of years of practical experience required by the post)

Previous Job Experience : 5 Years

Job Experience relevant to the function : 5 Years

(defined functional competencies):

In an International capacity:

2.2.4 LANGUAGE(S)

Essential to perform work of post (Please refer also to Post Vacancy Notice)

- ☒ English ☐ French ☒ Spanish ☐ Arabic ☐ Russian ☐ Chinese
☐ Other language(s) (Specify):

2.3 DESIRABLE QUALIFICATIONS & COMPETENCIES (such as UNHCR Learning Programmes /Other training / additional languages /Field, HQs experience, etc...)

Technical knowledge of information technology

Certificate in LAN operation.

Communication skills

PART 3 – JOB ANALYSIS QUESTIONNAIRE

3.1 SUPERVISION EXERCISED (Indicate the post number and grades of classified posts directly supervised by the post, where appropriate) :

Professional :

General Service : May supervise some supports staff

Consultant :

Other (specify) :

3.2 SUPERVISION RECEIVED (Describe the nature and extent of direct or indirect guidance exercised by the supervisor and the degree to which guidelines apply in the performance of the duties of the post)

Technical guidance and instructions are received from the IT unit at HQ. As the post is of a technical nature indirect supervision is exercised by the Head of Office. The incumbent will also refer to technical manuals and policy papers.

3.3 WORK RELATIONSHIPS AND CONTACTS (Describe the nature or type of contact related to the post. With whom and for what purpose?)

Within UNHCR (In the case of a Line Manager's post, please indicate also the post number/title of the regional global post indirectly supervised): Regular contacts with staff in the office and in other offices within the country of assignment. Contacts also with the Regional IT Officer and with the Field Office Support Team in HQ on matters related to the LAN/E-mail system.

With EXTERNAL Parties:

Regular contacts with UNHCR's implementing partners, including the government counterparts, to provide assistance on matters related to information technology

3.4 IMPACT OF WORK (Indicate the level of decision making and the effect of proposals and recommendations made by incumbent of the post. Please indicate also, what are the consequences of errors on the objectives of the Organisation resulting from the decisions, recommendations and proposals made at the level of the post under review.)

The incumbent makes recommendations on software and hardware needs in the office.

A breakdown of the IT system in the office will have a direct negative impact on the overall operation and may compromise the efficiency, security and safety of the operation as well as the staff.