

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés**ACNUR**Alto Comisionado de las Naciones Unidas  
para los Refugiados**Multi-Country Office Argentina**Cerrito 836, 10° piso  
(C1010AAR) Buenos Aires  
ArgentinaTel.: 54 11 4014 - 1600  
Email: argbu@unhcr.org**Ref: 20/AF/388– Internal and External Vacancy announcement, Buenos Aires Argentina**

<b>Title of Post</b>	Senior IT Assistant	<b>Category/grade</b>	General Services,G5
<b>Post Number</b>	N/A	<b>Type of contract</b>	Temporary Appointment
<b>Location</b>	Buenos Aires, Argentina	<b>Date of Issue</b>	05 November 2020
<b>Effective date of assignment and duration</b>	1 January 2021 – 12 months contract	<b>Closing Date</b>	19 November 2020

**Operational Context**

The Senior IT Assistant will work under the direct supervision of the Regional Finance/Admin Officer of the Multi-Country office Argentina. The incumbent plays a supervisory role in overlooking the day-to-day activities of the Telecom Operators in the offices in the area of coverage. S/he has working relationships with UNHCR staff members in the office and other offices within the country of assignment as well as with staff of UN agencies and other UNHCR partners within the area of responsibility (AOR) to exchange information and to provide assistance.

**Functional Statement**

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**

- Assist the office in implementing set standards for applications that meets the needs of the users and supports the overall Information and Communication Technology.
- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, Switches, Patch panels, Access points, HF and VHF bases, HF and VHF relay stations, Satellite Modem to prevent faults occurring.
- Carry out missions for new installations and routine maintenance tours of ICT equipment.
- 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, HF and VHF equipment.
- Train UNHCR staff on email system, utilization of VHF handhelds, telephone system.
- Add and remove users from the Networks.

- Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.
- Draft mails and memoranda on ICT matters.
- Assist in the drafting of technical documentation on radio equipment operating procedures
- Certify invoices and delivery notes and pass for payment.
- Evaluate needs for upgrading and eventually replacing ICT equipment in the field, to meet with UNHCR standards
- Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
- Carry out administrative duties, within the area of competence as assigned.
- To decide on appropriate resolution to incidents.
- Escalating incidents where they cannot be resolved at the office level
- Perform other related duties as required.

### **Essential minimum qualifications and professional experience required**

- Education and job experience: 2 years of relevant experience with High School Diploma; or 1 year relevant work experience with Bachelor or equivalent or higher
- Experience: Relevant experience in the ICT field.
- Language: English working knowledge
- Nationality: Argentinian or Temporary or Permanent Labour VISA with residence in Argentina.

### **Desirable**

- Education in Telecommunication, Information Technology, or other related field
- Hands-on experience with wireless and VoIP systems, electricity, generators, lightning protection an asset.

### **Functional Skills**

- IT-Computer Literacy;

### **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: <https://icsc.un.org/Home/SalaryScales>

### **Submission of Applications**

If you wish to be considered for this vacancy, please submit your **letter of motivation and updated factsheet/Personal History Form (PHF) and relevant training and academic certifications by e-mail clearly stating in the subject line “Senior IT Assistant, Buenos Aires” to: [argbuadm@unhcr.org](mailto:argbuadm@unhcr.org) by the closing date.**

Personal History Form dully signed, and its supplementary sheet should be sent in PDF format.

Download these forms by clicking on the following link:

<http://www.unhcr.org/recruit/p11new.doc> & <https://www.unhcr.org/recruit/unhcr-phf-sup.docm>

**No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates will be required to sit for an 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.