



VACANCY ANNOUNCEMENT

Information Technology Assistant, G-5 AS/HR/ICT Division ICT Subdivision

| Deadline for application | Announcement number | Expected date for entry on duty | Duration of appointment | Duty Station |
|------------------------------|---------------------|---------------------------------|---|---------------|
| 19 May 2023 23:59 hrs CET | VA 23/050/AS/HR/ICT | As soon as possible | Two years with possibility of extension | Bonn, Germany |

Publication date: 05 May 2023, Post number: 30515800, Funding: 64ZCR

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The UNFCCC secretariat supports the Convention, its Kyoto Protocol and the Paris Agreement through a range of activities, including substantive and organizational support to meetings of the Parties and the implementation of commitments. It is a dynamic organization working in a politically challenging environment to help resolve one of the defining environmental issues of our time.

The Administrative Services, Human Resources, and Information and Communication Technology division delivers a wide range of operational services that support the intergovernmental process, related institutions, bodies and mechanisms, including conferences and meetings, the regulatory systems under the Kyoto Protocol, and the daily operations of the secretariat and its divisions.

Where will you be working:

This position is located in the Information and Communication Technology (ICT) sub-division. You will report to the Team Leader of the ICT Sub-division.

The Information and Communication Technology (ICT) sub-division will provide a reliable, sustainable and coherent IT infrastructure; operate and maintain existing mandated systems that support the intergovernmental process; and improve the overall level of ICT, with a focus on extending and improving critical user-facing services.

Under the general supervision of the Manager of the Sub-division, ICT (P-5) and under the direct supervision of the Team Lead of the Unit (P-4), you will provide basic support to the design, development and implementation of Information and Communications Technology (ICT) solutions for UNFCCC internal and external stakeholders.

You will have the following responsibilities:

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

Desktop Administration and Configuration:

- **Assists in performing software distribution** updates, scripting, testing and support.
- **Assists in monitoring** all personal computers running the UNFCCC software delivery system to ensure that software distributions are being delivered correctly.



- **Performs** first and second level desktop troubleshooting in conjunction with the Help Desk.
- **Performs research** into new versions of centrally supported software and perform beta testing, production rollout and postproduction support.

Service Installation and Support:

- **Receives and logs** problem calls or service requests in the automated tracking system with minimum delay.
- **Attempts to resolve** as many incident calls or service requests on initial contact.
- **Performs tasks** related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
- **Diagnoses and resolves** any hardware, software, audio and video conferencing systems or connectivity problem with minimum delay.
- **Provides basic training** to end-users on the use of standard systems and applications.
- **Assists in drafting** end-user and/or technical documentation.
- **Logs all actions** in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, status, etc.
- **Escalates problems/tasks** to the appropriate parties in accordance with established procedure.
- **Detects problem patterns** and recommends solutions.

Audio/Visual Conference Services:

- **Installs, Configures, and tests** audio/video conference and desktop video conference hardware / software using available communication and network connectivity.
- **Assists in meetings' preparation** by preparing and configuring conference hardware and operates equipment during conferences.
- **Monitors** and tests the operations of UN videoconference equipment, including the quality of transmission and affects corrections as required.
- **Gathers and analyses statistical data** on operational performance of videoconference equipment.
- **Provides support** and training for new users of conference systems.
- **Assists in researching and evaluating** new conference products ensuring compatibility with current operational standard and growth for future needs.

Procurement and Logistics:

- **Complies with and enforces** security procedures.
- **Troubleshoots**, cleans, and repairs/rebuilds equipment.
- Performs **hardware and software configuration tasks** in accordance with established procedures.

General responsibilities:

- **Provides** technical advice to clients when necessary.
- **Maintains, and updates files** (electronic and paper) and internal databases.
- **Maintains** documentation and **reports** on the performance and reliability of deployed ICT assets.



- **Keeps abreast of** developments in technology both in the UN and in IT industry in general.
- **Performs** other duties as assigned.

Work implies frequent interaction with the following:

Information Systems Officers and other IT specialists throughout the United Nations.
Sales and technical personnel of hardware/software vendors and contractors.
All information system and application users.

Competencies

Being Responsive to Clients and Partners. Fosters a good rapport and seeks regular feedback from internal and external clients and partners; Regularly consults with clients understand and respond to changes they encounter; Takes action to resolve conflicts with individuals and groups within and outside the organization to achieve win-win solutions; Works across organizational boundaries and overcomes obstacles to enhance cooperation, Establishes networks and leverages partnerships to achieve results.

Working with Teams: Builds relationships of trust and exchange with colleagues; Works collaboratively with colleagues to achieve results and respects the needs of the team; Recognizes opportunities to enhance team effectiveness and results by tapping into diverse backgrounds, skills and experience; Supports and acts in accordance with team decisions, even when such decisions differ from own position; Encourages the participation of all members of the team regardless of their cultural background, nationality, gender or sexual orientation; Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Learning continuously and knowledge sharing: Creates ideas and possibilities for change to improve the work of the organization; Establishes development goals, and actively undertakes formal and informal learning for professional and personal development; Applies newly acquired skills and knowledge; Shares knowledge proactively and contributes to the learning of others; Reflects on successes and failures and applies lessons learned to future activities; Engages colleagues or networks to test assumptions and conclusions, determine a course of action and arrive at new insights; Makes appropriate use of enterprise systems and tools to capture, share and access institutional knowledge.

Your qualifications

Educational Background

Required: Completion of secondary education (high school diploma or equivalent)
IT- related certifications will be considered as an advantage.

Experience

Required: Minimum of 5 years of experience performing IT-related support functions in similar roles.

Language skills

Required: Fluency in English (both oral and written).
Knowledge of another UN official language.

Specific professional knowledge and skills

-
- Working knowledge of ICT security principles and practices as related to end users and equipment
 - Good familiarity with virtual meeting tools and platforms
 - Knowledge of operating systems, enterprise applications, networks and ITIL processes
 - Excellent knowledge in standard office applications



Page 4

- Work experience in delivering PC/laptop support Tier 2 services
- Work experience in delivering Office 365 support services is desirable
- Data analytics, forecasting and business intelligence experience is desirable
- Experience with BI tools (Power BI, Qlik, Tableau) is an asset
- Work experience within the United Nations system or similar international organization is desirable

What is the selection process

Evaluation of qualified candidates may include an assessment exercise which will be followed by a competency-based interview. The above listed set of competencies will be applied for this particular post.

How to apply:

Candidates, whose qualifications and experience match what we are looking for, should use the online application system available at <http://unfccc.int/secretariat/employment/recruitment>

Please note:

1. This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A valid work permit for Germany is required. All travel costs related to the interview and relocation incurred to take up an appointment at the duty station in Bonn are at the expense of the applicant.
2. We will confirm receipt of your application. However, only candidates under serious consideration and contacted for an interview will receive notice of the final outcome of the selection process.
3. Indicative net annual salary: Euro 42,700 plus other UN benefits as indicated in the link below: <https://unfccc.int/secretariat/employment/conditions-of-employment.html>

UNFCCC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply.
