

TEMPORARY APPOINTMENT: ICT OFFICER	
UNICEF Malawi Country Officer (MCO) is seeking to engage a temporary appointment to carry out a broad range of Information Communication Technology (ICT) functions to enable the provision of ICT solutions and services for the office and assist in the delivery of results for children.	
Engagement contract	Temporary Appointment
Post Level	NOB
Location	Lilongwe
Duration	1 Year
Supervisor	ICT Specialist
Funding details	2690/A0/06/800/004/001 Non-Grant, GC
	Validity: N/A

## 1. ORGANIZATIONAL CONTEXT

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

**Strategic office context:** The overall goal of the UNICEF Malawi Country Programme of Cooperation, 2019-2023, is to contribute to the Government of Malawi's efforts to implement and decentralize policies related to children, focusing on the most disadvantaged and deprived, to have their rights progressively respected and fulfilled so they can survive, grow and develop to their full potential in an inclusive and protective society. The country programme is aligned with country and UNICEF regional and global priorities and expected to contribute to the Malawi Growth and Development Strategy (MGDS) III, 2018-2022, and the United Nations Development Assistance Framework (UNDAF), 2019-2023, while concurrently working toward the achievement of the Sustainable Development Goals (SDGs).

One opportunity of driving a significant impact to support UNICEF's mission and strategic plan and goals is the use of the Information Technology and Communication in all its components: infrastructures, methodologies, software applications, services and human resource capacities.

## **2. PURPOSE OF THE JOB**

Within MCO, the ICT Unit aims at providing continuous and reliable and well supported ICT infrastructure, deliver reliable ICT support, foster innovations, build partnerships and provide efficient ICT services and solutions to end-users in a timely, secure and safe manner to strengthen programme and operational effectiveness and efficiency.

Based on the established policies, guidelines and service level agreements (SLAs), the purpose of the incumbent role is to carry out broad ICT functions and enable the provision of ICT solutions and services and assist in the delivery of results in Malawi Country Office

The ICT Officer will report directly to and be under the technical guidance and oversight of the ICT Specialist.

## **3. KEY FUNCTIONS, ACCOUNTABILITIES AND RELATED DUTIES/TASKS**

Under the general supervision of the ICT Specialist, the ICT Officer will deliver the following key functions:

### **1. Enable continuous operation of ICT infrastructure and services:**

- Ensure physical and logical security and safety of ICT environment and infrastructure.
- Operate ICT infrastructure –*environment, hardware, network and telecommunications*.
- Assist in the management of contracts for ICT for services.
- Implement corporate solutions, services and keep systems and applications up and running.
- Manage changes and apply upgrades, security updates and patches.
- Conduct or supervise the provision of preventive and corrective maintenance.
- Manage emergency telecommunication operations and equipment.
- Manage ICT disaster recovery plans.
- Monitor, assess and verify the use of ICT resources to ensure compliance.
- Escalate compliance exceptions (proactive) and deviations (reactive).

### **2. Provide help, support and assist with capacity building and knowledge management:**

- Provide technical and operational support to end-users.
- Manage escalated ICT incidents or problems to ICT Specialist/GSSC Customer Care.
- Offer or coordinate training workshops or clinics to build end-users capacity or to introduce new solutions and services.
- Support the planning, organization and implementation of capacity building and knowledge management initiatives to enhance staff competencies.
- Support opportunities to improve productively, efficiency, effectiveness and foster innovation.

- Participate in-person or remotely in country, regional or global events, discussions setting the future of ICT evolution to achieve UNICEF mission.
- Stay abreast of ICT trends, developments, and best practices through professional development –journals, training, certification, etc.

### **3. Support operational and administrative tasks:**

- Monitor risks and threats to ICT environment or infrastructure. Inform the ICT Specialist and Take appropriate action following agreement on appropriate action.
- Monitor/Confirm the compliance with the regulatory requirements for telecommunications licenses, use of specialized equipment, such as HF/VHF radios, high-gain antennae, satellite phones, VSATs, etc...
- Monitor the payments status of critical service providers
- As delegated by the ICT Specialist, participate in inter-agency events, meetings or discussions to present UNICEF ICT interests, priorities and position.
- Work closely with Administration on inventory and asset management.
- Assist in providing information for reports, reviews or audits.

## **4. COMPETENCIES**

### **Core Values**

- Care, Respect, Integrity, Trust and Accountability

### **Core Competencies**

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

### **Functional Competencies**

- Leading and supervising (1)
- Formulating strategies and concepts (2)
- Analyzing (2)
- Relating and networking (2)
- Deciding and Initiating action (2)
- Applying technical expertise (2)

## **5. QUALIFICATIONS**

#### Education:

- A university degree in computer science, telecommunication, software engineering, information technology management, business administration is required.

#### Experience:

- A minimum of two years of professional experience in information technology management and business operations in a large international organization and/or corporation is required.
- Proven experience in LAN/WAN and WLAN operations is strongly required
- Proven server administration experience, especially in Microsoft environments. Having MS certificates in the related areas is an asset.
- Proven experience in end users' trainings (content development, planning and delivery)

#### Expected technical competencies:

- Certification and/or proven experience in one of these several ICT technical competencies: ICT Project Management, Business Analytics, Information Security, ICT Audit and Risk Management, Telecommunications, Networks Information Security and Software Engineering and Programming.





#### Technical skills and Knowledge:

- Proven knowledge of Microsoft office 365 online tools (SharePoint, Excel, PowerPoint, Word, Ms Forms, MS Team etc.) is preferred
- Familiar with web conferencing and collaboration tools and operations (Zoom, MS Team, WebEx, Team Viewer etc.)
- Knowledge in cloud computing required
- Capacity in web applications development (HTML, CSS, JavaScript, PowerApps, etc.) is an asset

#### Language:

Fluency in English and a local language is required – both verbal and written skills.

#### ENDORSEMENT OF TERMS OF REFERENCE:

Function	Name	Signature	Date	Comment
Prepared by ICT Specialist	Jean-Claude Kamelan		11 Nov 2021	
Reviewed by HR Specialist	Ronelle Sasser		11 Nov 21	
Endorsed by Deputy Rep. Operations	Ardiana Buzoku		11.11.2021	
Approved by Representative	Rudolf Schwenk		17 November 2021	