



GENERIC JOB PROFILE

I. Post Information	
Job Title: Help Desk Associate Supervisor Title/ Level: Digital Impact Manager (Service Management), P4, post nr 00133094 Organizational Unit: Digital Impact Division, Digital Core, Digital Foundations – Business Post Location: Valencia, Spain	Job Level: G-6 Job Profile No. 135324 CCOG Code: 2A05 Functional Code: ICT Job Classification Level: G6

II. Organizational Context and Purpose for the job
<p>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.</p> <p><u>Job organizational context:</u> The Digital Impact Division (DID) is at the heart of reshaping how UNICEF delivers lasting results for children. We are committed to harnessing the full potential of emerging digital technologies to advance UNICEF’s mission.</p> <p>DID works in close collaboration with regional Digital Impact teams and colleagues across headquarters divisions, regions, and country offices to leverage technologies and capabilities that accelerate progress on UNICEF’s goals, strengthen community resilience, and expand access to essential digital services and information.</p> <p>Our mission is to enhance UNICEF’s global digital impact by promoting equitable access to information and services, empowering communities to create lasting, positive change for children, and fostering a more inclusive, interconnected, and sustainable world for every child, everywhere.</p> <p>Digital Foundations (DF) creates and sustains transformative, data- and AI-ready digital solutions grounded in human-centered design. Leveraging resilient, scalable cloud technologies, it provides a secure and adaptable technology backbone to deliver results for children with greater efficiency and agility.</p>

Through forward-looking technology roadmaps and continuous improvement, the Digital Foundations function modernizes core systems, strengthens cybersecurity, and fosters innovation to ensure future-resilient systems. As a key enabler of UNICEF's digital transformation, it enhances data-driven decision-making and enables operational excellence to achieve sustainable results for children.

This position is being created as part of the Valencia Common Services. The Valencia Common Services Centre (CSC) is established to deliver high-quality support to users across People & Culture, Administration, Finance, Procurement, and ICT departments. By streamlining services and leveraging specialized expertise, the CSC ensures efficiency, compliance, and alignment with global standards, allowing divisions to focus on strategic priorities while maintaining transparency and sustainability.

The Help Desk Associate provides first-line support to end users, ensuring effective use of technology tools and systems while delivering operational support for office ICT infrastructure, telephony, and conferencing services.

The role involves supporting the provisioning of hardware and software, diagnosing and resolving technical issues, and ensuring full compliance with defined processes and policies throughout the lifecycle of ICT hardware assets.

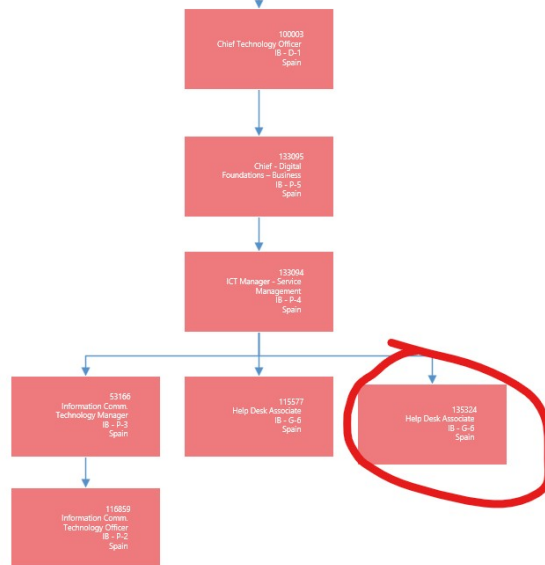
This position reports to the Digital Impact Manager (Service Management) at the P-4 level.

Purpose for the job:

The Help Desk Associate plays a vital role in ensuring smooth and efficient delivery of information and communication technology (ICT) services and user support. The main goal is to help UNICEF staff to effectively use ICT tools and systems to achieve UNICEF's mission.

The Help Desk Associate serves as the first point of contact for ICT-related issues within the UNICEF Digital Core office, providing technical support, maintaining ICT systems, ensuring office network reliability, and contributing to the efficient use of UNICEF's digital resources. This role is both technical and service-oriented, supporting staff in their day-to-day use of IT equipment and applications.

Additionally, the role involves improving processes and boosting office efficiency and user productivity through the development of customized applications and automation solutions using the Power Apps platform, Power Automate, and other relevant automation technologies.



III. Key functions, accountabilities, and related duties/tasks

While duties may adapt to accommodate the office's changing requirements, core responsibilities include:

User Support, Incident Logging and Tracking, Technical Troubleshooting:

- Responding to user inquiries, issues, and requests related to hardware, software, and IT services across multiple channels, including service management systems, email, chat, telephone, or in-person.
- Logging and tracking incidents using a help desk ticketing system. Maintaining accurate records of user issues, resolutions, and communication. Following established processes for incident resolution and service requests.
- Diagnosing and resolving hardware and software issues, ensuring prompt and efficient incident resolution. Escalating complex issues to higher-tier support when necessary.
- Identify incident patterns and aid in problem-solving by diagnosing issues through discussions with users and coordinating with Tier-2 support teams and vendors.
- Assisting with user account creation, modification, termination processes, and other identity management activities. Managing access permissions and security settings based on established protocols.

Hardware and Software Provisioning:

- Assisting in the provisioning of hardware and software for new employees during the onboarding process.
- Support the timely deployment of new products, hardware, and client software in the office following relevant release and change management procedures and guidance.
- Responsible for reassignment, relocation, and reconfiguration of user computers, as well as replacement and decommissioning of defective hardware. Backup and transfer end-user data if required.
- Ensure receipt of new hardware, print, and tag ICT assets, and initiate the asset tracking process in the office asset inventory system. Maintain records of provisioned devices.
- Produce hardware inventory reports for client computers for the Property Survey Board and assist with the decommissioning process.

Office ICT Infrastructure Operational Support (network and unified communication services)

- Support day-to-day operations and administration of the office's network and unified communication infrastructure and services.
- Liaise with subject matter experts to plan and deploy technological enhancements, configuration changes, systems updates, and patches.
- Assist users with the setup of ICT equipment in conference facilities, scheduling and supporting services during the office's critical meetings, webinars, and live events as required.
- Support users with the basic configuration or mandatory OS updates of mobile devices.

Manage ICT Asset Inventory:

- Liaise with the office asset management focal point to ensure that owned or leased office IT assets are properly documented and maintained in the office IT asset inventory in accordance with office procedural requirements.
- Ensure receipt of new hardware, print and tag IT devices, and initiate the asset tracking process in the office asset inventory system. Maintain records of provisioned devices.
- Produce hardware inventory reports for client computers for the Property Survey Board and assist with the decommissioning process.

Other Duties

- Streamlining processes to boost office operational efficiency and user productivity by developing tailored applications or automation using Power Apps, Power Automate, and more.
- Communicating technical information in a user-friendly manner, ensuring end-users understand the solutions provided. Creating and updating documentation to help users with common issues or procedures.

IV. Impact of Results

The Help Desk Associate provides essential ICT support to over 150 staff members and consultants based at the UNICEF Digital Core Office in Valencia, Spain. Any delays or disruptions in ICT support can have a cascading effect on daily operations, potentially reducing the overall efficiency and effectiveness of UNICEF's digital initiatives managed from the Valencia headquarters office. Therefore, the Help Desk Associate plays a critical part in enabling uninterrupted, high-quality digital services that support UNICEF's global mission.

V. Capabilities Required

CAPABILITIES REQUIRED

Project Management (3)

- Create project plans, objectives, and deliverables
- Track and organize resources, timelines, budget, and team efforts
- Identify and report potential risks for further guidance

Collaboration (3)

- Navigate organizational dynamics and adapt behavior to respond to different situations
- Choose appropriate words, tone, and tailor messages respectfully and persuasively to suit different audiences
- Write clear, concise, and well-structured reports and documents using appropriate language
- Pay close attention to what others are saying, ask questions for clarification
- Present ideas and information clearly in front of groups

Problem Solving (3)

- Analyze data, identify trends, patterns, and anomalies
- Evaluate information, analyze problems, identify underlying causes and risks
- Summarize and communicate findings, focusing on actionable insights to support decision-making
- Make decisions in time-sensitive situations, even with incomplete information
- Assess the potential impact of solutions (costs, benefits, and risks)

Digital Dexterity (3)

- Utilize AI-powered tools and platforms to automate data analysis
- Apply prompts to improve the quality of reports and data, ensuring alignment with internal regulations and policies
- Use specialist technology business systems and software
- Analyze and summarize data from various business systems to generate reports and insights

VI. UNICEF values and competency Required (based on the updated Framework)

i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

ii) Core Competencies for Staff without Supervisory Responsibilities

- 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)
- Drives to Achieve Impactful Results (1)
- Manages Ambiguity and Complexity (1)

Technical Knowledge¹ []

a) Common Technical Knowledge Required (for the job group) []

- Practical knowledge of computer programming, software information management, data processing applications, database development, network administration, data communications, telecommunications, hardware and software installation, service management, end-user assistance, preparation of end-user documentation and manuals.
- UNICEF Field Offices environment and use of ProMS and/or SAP
- Knowledge of Help Desk tools and processes

b) Specific Technical Knowledge Required (for the job) []

(Technical knowledge requirements specific to the job can be added here as required.)

- Practices and principles of services management
- Systems rollout and implementation in a large-scale IT environment
- Practices and principles of systems support
- Practices and principles of IT analysis, planning, design, implementation, and problem resolution

c) Technical Knowledge to be Acquired/Enhanced (for the Job) []

- Understanding of UNICEF IT policies, procedures, and guidelines (including Information Security Policy, Standards, and Electronic Code of Conduct).
- Understanding and keen awareness of trends and developments in information technology fields.
- Understanding of UN Mission and system; and International Code of Conduct
- Understanding of UNICEF Mission Statement and observance of UNICEF Guiding Principles.

¹ Reference to UNICEF and/or UN in terms of technical knowledge requirements (a and b above) are applicable only to those who are or have been the staff members of UNICEF or the UN common system.

VII. Recruitment Qualifications	
Education:	<ul style="list-style-type: none"> • The Completion of Secondary education supplemented with formal training (at university level) in Computer Science is required. • Having certifications like CompTIA, CCNA, ITIL Foundation, Microsoft 365, Azure, and Power Platform Fundamentals certifications is an added advantage. • ServiceNow certifications, including Certified System Administrator (CSA) or Certified Application Developer (CAD), are considered an advantage. • Proficiency with programming languages, including JavaScript, GlideScript, PowerShell, HTML/CSS, XML, etc., is an added advantage.
Experience:	<p><u>Requirements:</u></p> <ul style="list-style-type: none"> • A minimum of six years of relevant professional experience in information technology, including demonstrated expertise in ICT customer support, systematic troubleshooting, analytical problem-solving, and the use of service desk applications and diagnostic tools. • Proven hands-on experience with a wide range of computer platforms and applications, including Windows 11, Microsoft Office and Microsoft 365, ServiceNow or equivalent service management tools, email systems, IP telephony, voice and video conferencing solutions, collaboration platforms, and mobile operating systems (iOS and Android). • Extended experience in installing, configuring, troubleshooting, and supporting PCs, laptops, printers, and related end-user hardware. <p><u>Desirables:</u></p> <ul style="list-style-type: none"> • Experience in Power Apps and Power Automate to support workflow automation and process improvement is considered an advantage. • Working knowledge of scripting or automation technologies such as JavaScript, TypeScript, Python, PowerShell, or Robotic Process Automation (RPA) for task automation and system integration is considered an advantage. • Experience in user interface (UI) customization and enhancing user experience (UX) is considered an advantage. • Experience with ServiceNow platform administration or development is an asset. • Work experience in development organizations with multicultural and diverse environments is desirable. <p><u>Required Skills:</u></p> <ul style="list-style-type: none"> • Candidates who enjoy working with clients and show a high understanding of customer needs, a service-oriented approach, a flexible mindset, and a willingness for continuous learning will be regarded as highly noteworthy candidates.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian, or Spanish) is an asset.

VIII. Child Safeguarding

(Please respond with Yes or No)

Is this role a representative, deputy representative, chief of field office, the most senior child protection role in the office, child safeguarding focal point, or investigator (OIAI)?	No
Is this post a direct contact role in which incumbents will be in contact with children either face-to-face or by remote communication, but the communication will not be moderated and relayed by another person?	No
Is this post a child data role in which the incumbent will be manipulating or transmitting personal-identifiable information on children, such as names, national ID, location data, or photos?	No
The selected candidate for this position will be required to engage with vulnerable children:	No

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