



## Classified Job Descriptions

Job Description Type:	Specific Job Description	Region:	<a href="#">ESAR</a>
Category:	<a href="#">GS (General Services)</a>	Country:	<a href="#">Namibia</a>
Reason for Classification:	Establishment of a new post	Duty Station:	Windhoek
Level:	<a href="#">G-5</a>	Office:	Country Office
Title:	ICT Assistant	Section:	Operations
Title Information in Parenthesis:	T4D	Unit:	ICT
CCOG Code:		Case Number:	
UNICEF Code:	ICT	Post Number:	136063
Classified by:	Bettina Hasel	Classified Date:	4/10/2026

Organizational Context:	Information and Communications Technology (ICT) Assistant provides office-based first-level technical support to all current UNICEF end-user hardware and their operating systems, ensuring that effective and efficient solutions are provided to all incidents and queries on ICT operations and services including video conference calls and meetings support. The incumbent is expected to support external events outside the office. This role extends operational support for preparing laptops and other ICT devices which include installation, configuration and troubleshooting of ICT system components.
Purpose of the Job:	Under the supervision of Operations Manager, the incumbent will provide operational, technical and procedural support for all computer and related equipment as well as end-user services in the implementation and delivery of ICT systems and services for the office.
Key functions, accountabilities and related duties/tasks:	<ol style="list-style-type: none"> <li>Timely and effective deployment of ICT equipment and portable devices for operational use <ul style="list-style-type: none"> <li>Configures all UNICEF desktop/laptops for operational use</li> <li>Configures printers and computer-related peripherals for operational use</li> </ul> </li> <li>Provide support for implementation of ICT4D initiatives (operational and programme) <ul style="list-style-type: none"> <li>Supports implementation of new ICT4D initiatives including rollout of new installations, upgrades of hardware, software and operating systems.</li> <li>Assists in training UNICEF staff on new systems introduced to the organization</li> </ul> </li> <li>Build capacity of staff for effective use of ICT equipment and peripherals <ul style="list-style-type: none"> <li>Provides on-the-job training to staff on the effective use of desktop applications</li> <li>Provides on-the-job guidance to staff on the effective use of ICT4D peripherals and communication devices</li> </ul> </li> <li>T4D role in supporting the Programme staff <ul style="list-style-type: none"> <li>Support and design of T4D Interventions <ul style="list-style-type: none"> <li>Provide technical support to the Country Office in the identification, selection, concept design, deployment, and sustainability of T4D interventions to address bottlenecks toward the achievement of programme results.</li> </ul> </li> </ul> </li> </ol> <p>Solution Procurement and Evaluation</p>

- Provide inputs into the review of technical solutions to ensure UNICEF Standards playbook are followed, contribute to project management processes, generation and review of terms of reference and vendor selection.

5. Providing first-level support that includes receiving, processing and logging service requests via Service Gateway, email communication and walk-in clients.

6. Ensuring new installations, moves, and relocation of hardware as per requests submitted in Service Gateway.

7. Providing support in conferencing with ICT and audiovisual equipment as and when requested.

8. Ensuring end-user onboarding of new users, supporting users' data transfer and asset decommissioning after the hardware lifecycle through the PSB recommendation.

9. Maintaining ICT section's internal inventory of ICT assets and accessories, manuals and other documentation. This may require the incumbent to lift, move, mount, or store equipment.

10. Assist in periodic preventive and corrective maintenance of ICT and Telecom equipment and systems.

11. Assisting in the testing and validation of emergency telecommunication equipment for end users.

12. Performing any additional assignments as requested by the supervisor.

Impact of Results:

The work of ICT Assistant impacts on the delivery of routine ICT operational activities that are closely interrelated with the work of other members of the ICT team to which assigned. The work performed affects not only the functionality of fundamental ICT systems, but also the operational efficiency of staff throughout the organization. Indirectly his/her work impacts on delivery of organization-wide programmes.

ICT Assistant also plays a key role in providing ICT customer service support (first level) and troubleshooting tasks. The incumbent is routinely involved in working closely with colleagues in ICT on crosscutting issues and with client departments and staff in the handling and resolving of ICT incidents, problems and processes and delivery of ICT services. These relationships are important to ensure that (a) client needs are met expeditiously, (b) ICT systems are functioning as designed and (c) UNICEF's staff are kept aware of new software releases, tools and equipment.

Capabilities required:

1. Project Management (2)

- Use project management tools to organize and track tasks within a project
- Schedule and prioritize tasks to meet deadlines
- Provide project updates and report issues

2. Collaboration (2)

- Use tact and discretion in sensitive situations
- Communicate thoughtfully and diplomatically considering how words may be perceived by others
- Write clearly and concisely in emails and reports, outlining brief summaries and suggested actions
- Communicate key points and recommendations verbally in a clear and direct manner
- Organize, visualize and present data, tailoring visuals to highlight key insights

3. Problem Solving (2)

- Compare different sets of information to identify correlations and differences
- Analyze information to identify the root cause of problems and possible risks
- Identify key data and patterns in reports and summaries

- Organize, visualize and present conclusions in a structured and logical way
- Consider and suggest possible solutions to resolve problems independently
- Consider available information when making decisions

#### 4. Digital Dexterity (2)

- Use AI tools and digital platforms to collect information
- Assess AI generated tasks for accuracy and effectiveness
- Use key organizational business systems and digital platforms
- Manage and organize digital documents and files in alignment with digital workforce policies and culture
- Safeguard documents ensuring confidentiality and manage data risks

Competencies and level of proficiency required:

#### Core Values

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

#### 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)

Recruitment Qualifications:

Education: Completion of Secondary education is required, supplemented with formal training in Computer Science, Information Systems, Telecommunications, Engineering. ITIL Foundation Certificate or equivalent customer support certification is an asset.

Experience: A minimum of five (5) years of practical work experience in information technology, requiring systematic methods of troubleshooting and problem solving is required.

Experience in providing assistance to users with IT products and services, and use of applications and diagnostic tools is required.

Practical experience in providing technical and business Customer Support and Services is required.

Practical experience and working knowledge of various computer platforms and applications are required.

Language Requirements: Fluency in English is required. Knowledge of a local language of the duty station is considered as an asset.

#### Skills:

- Good knowledge of UNICEF's ICT regulations, rules and procedures as well as systems and applications.
- Good working knowledge of computer information systems, including micro-computer operating systems software (e.g. Windows), hardware and applications software and other office technology equipment.
- Ability to understand data and effectively use office technology systems for its input and extraction.
- Ability to provide on-the-job orientation to clients.

- Take responsibility to respond to service needs promptly and proactively.
- Demonstrates a high degree of integrity, reliability and honors matters of confidentiality.
- Ability to handle work quickly and accurately under time constraints.
- Demonstrates courtesy, tact, patience and ability to work effectively with people of different national and cultural backgrounds.

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 incumbent 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 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

Competencies and level of proficiency required:

Recruitment Qualifications:

Attachments: [Head of Office JD content approval.pdf](#)  
[Job Classification System - Post Rating Summary - ICT Assistant - Namibia CO.pdf](#)  
[Namibia CO Current and Approved PBR Office Structure 6th March 2026.pdf](#)  
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