

TERMS OF REFERENCE

(FOR Temporary Appointments)



UNICEF Cox's Bazar: TERMS OF REFERENCE (TOR)

Job Title and Level: Digital Impact Assistant, GS-5

Section: Cox's Bazar, Operations

Duration: 364 days

Duty Station: Cox's Bazar

Reports to: ICT Associate

Purpose of Assignment: The UNICEF Cox's Bazar field office which is under the UNICEF Bangladesh Country office (BCO) is providing vital humanitarian and emergency response services to the Rohingya emergency. Currently it is estimated that about 1.3 million Rohingya Refugees live in the camps in Cox's Bazar. UNICEF Cox's Bazar field office has a staff compliment of over 150 staff members, most of them new to UNICEF, as well as standby partners, consultants and UNVs. In addition to responding to the Rohingya emergency, UNICEF Cox's Bazar is also implementing regular developmental programmes in the host communities within the 8 Upazilas of Cox's Bazar district.

Within this context, the Digital Impact Assistant is expected to undertake procedural and some specialized activities pertaining to UNICEF's ICT systems. Specialized activities typically pertain to the installation and routine configuration of ICT system components and user orientation. Procedural activities include all other processes that may not require the application of specialized information technology training and knowledge, such as maintaining technical and user documentation and/or serving as focal point for receipt and processing of user requests.

1. Major duties and responsibilities:

1	Providing first-level support that includes receiving, processing and logging service requests.
2	Managing lifecycle of ICT incidents assigned to him/her in service management tool.
3	Providing support in conferencing with ICT and audiovisual equipment as and when requested.
4	Ensuring new installations, moves, relocations of hardware as per requests submitted in Service Gateway.
5	Maintaining and updating files (electronic and paper) and internal databases.
6	Maintaining ICT inventory, manuals and other documentation. This may require the incumbent to lift, move, mount, or store equipment.
7	Installing/upgrading, configuring (routine, standard) and maintaining systems, tools and equipment.
8	Assisting in the testing and validation of emergency telecommunication equipment for end users.
9	Extracting data from databases to serve the needs and requests of users, diagnosing errors and correcting as necessary.
10	Assisting in the generation of reports.
11	Providing on-the-job orientation for users in the use of ICT systems.
12	Performing any additional assignments as requested by the supervisor.

3. QUALIFICATION and COMPETENCIES (indicates the level of proficiency required for the job.)

EDUCATION & OTHER SKILL: Completion of minimum Secondary Education is required supplemented with formal training in Computer Science, Information Systems, Telecommunications, Engineering. Degree in Computer Science, Electrical and/or Electronic Engineering or in computer related subject is preferable.

ITIL Foundation Certificate or equivalent customer support certification is an asset.

Work Experience

- A minimum of five years of practical work experience in information technology, requiring systematic methods of troubleshooting and problem solving is required.
- Experience in providing assistance to users on 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 is required.
- Good communication skill, both verbal and written.
- Able to work effectively in an international and multi-cultural environment, with sensitivity and respect for diversity.

Fluency in English is required. Knowledge of another UN language or local language of the duty station is considered as an asset.

COMPETENCIES/SKILLS: UNICEF foundational/functional competencies

Core Values

Care
Respect
Integrity
Trust
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)

Child Safeguarding Certification

(to be completed by Supervisor of the post)

Child Safeguarding refers to proactive measures taken to limit direct and indirect collateral risks of harm to children, arising from UNICEF’s work or UNICEF personnel. Effective 01 January 2021, Child Safeguarding Certification is required for all recruitments.

<p>1. Is this position considered as "elevated risk role" from a child safeguarding perspective?*</p> <p>If yes, check all that apply below.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>2a. Is this a Direct* contact role?</p> <hr/> <p>2b. If yes, in a typical month, will the post incumbent spend <u>more than 5 hours</u> of direct interpersonal contact with children, or work in their immediate physical proximity, with limited supervision by a more senior member of personnel.</p> <p><i>*"Direct" contact that is either face-to-face, or by remote communicate, but it does not include communication that is moderated and relayed by another person.</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <hr/> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>3a. Is this a Child data role? *:</p> <hr/> <p>3b. If yes, in a typical month, will the incumbent spend <u>more than 5 hours</u> manipulating or transmitting personal-identifiable information of children (names, national ID, location data, photos)</p> <p><i>* "Personally-identifiable information", in this context, means any information relating to a child who can be identified, directly or indirectly, by an identifier like a name, ID number, location data, photograph, etc. This is a "child data role".</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <hr/> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>4. Is this a Safeguarding response role*</p> <p><i>*Representative; Deputy representative; Chief of Field Office; the most senior Child Protection role in the office; any focal point that the office designated for Child Safeguarding; Investigator (Office of Internal Audit and Investigations</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>5. Is this an Assessed risk role*?</p> <p><i>*The incumbent will engage with particularly vulnerable children¹; or Measures to manage other safeguarding risks are considered unlikely to be effective².</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

¹ Common sources or signals of additional vulnerability may include but are not limited to: age of the child (very young children); disability of the child; criminal victimization of the child; children who committed offences; harmful conduct by the children to themselves or others; lack of adequate parental care of the children; exposure of the children to domestic violence; a humanitarian context; a migrant (refugee/asylum-seeking/IDP) context. No ‘baseline’ vulnerability will be set. Hiring Managers will need to use judgment, taking into consideration the implications that follow from an assessed risk role (additional vetting scrutiny, training).

² i.e. the role-risk will be compounded by other residual risks.