



SPECIFIC JOB PROFILE

I. Post Information

POST NUMBER/ CASE NUMBER:

BRZ23043

POST/CASE NUMBER OF SUPERVISOR:

BRZ23041 ICT Specialist P3

REASON FOR CLASSIFICATION:

Establishment of a new post

REGION/DIVISION: LACR**COUNTRY:** Brazil**DUTY STATION:** Brasilia**OFFICE:** Brazil Country Office**SECTION:** Operations**UNIT:** ICT**CATEGORY:** General Service**PROPOSED LEVEL:** GS-5**JOB TITLE:** ICT Assistant**Functional Code:** ICT**ICSC CCOG Code:**

II. Strategic Office Context and Purpose for the job

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 new CPMP proposed structure is increasing the number of positions in the Brazil Country Office. Therefore, the establishment of a fixed term position of an ICT assistant is key for an efficient ICT user support, which has become critical for the effective operations of the Brazil Country Office.

Purpose for the job:

Under the supervision of the ICT Specialist, this position will be responsible to provide technical, operational and procedural support and end-user services in the implementation, maintenance and improvement of information and communication technology systems, procedures and activities of the Brazil Country office, in accordance with the ICT work plan, consistent with the office's annual management plan and with the global ICTD strategy.

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

Summary of key functions/accountabilities:

- Provide technical support to UNICEF Brazil (including Zone Offices) personnel in hardware and software related problems. This involves troubleshooting ad-hoc user problems and solving it, whether hardware or software related.
- Provide orientation to the end user in difficulties with UNICEF standard software. This involves on the job training to the end user on how to use it correctly, trying to build user's capacity.
- Install and configure newly arrived software and equipment.
- Assist the ICT unit with the introduction and technical operation of organizational information technology applications. This involves study of the application and its implementation, by installing and making it available to users.
- Interact with vendors reporting equipment problems and placing service calls for repairs as necessary. This activity also involves follow-up with vendors.
- Maintain an updated inventory of UNICEF Brazil ICT equipment. This involves a close contact with the focal point for the non-expendable property inventory in the Admin Unit.
- Assist in the maintenance of systems and equipment by carrying out routine tasks, such as backing up data, monitoring network and systems, servers and peripherals, running systems diagnostics, patch management and system optimization, removing viruses and bad data.
- Assist in the in administration of user access to ICT systems and databases
- To perform other duties as required in connection with the ICT unit's work plan

IV. Impact of Results

The work developed by the ICT Assistant shall lead to an efficient ICT user support that needs to be provided to Brazil Country Office and its Zone Offices, which has become critical for the effective operations of the Brazil Country Office.

This in turn contributes to maintaining/enhancing the credibility and ability of UNICEF to provide more efficient support services for women and children that promotes greater social equality in the country.

V. 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)

VI. Recruitment Qualifications

Education:	Required completion of secondary education. Having attended or being attending university courses in computer science, information technology or computer engineering is an advantage. Superior education on Electrical Engineering or in Network Engineering will be considered as an advantage for the candidate.
Experience:	<ul style="list-style-type: none">• Five years of working experience in information and communication technology field including hardware/software installation, user support, end-user documentation in support of office computerization.• An academic degree higher than the required degree may be considered to compensate up to two (2) years of experience in case the candidate lacks the required experience.• Working experience in an international organization or multicultural environment is an added value.• Experience with CISCO Meraki Network administration is an asset.
Language Requirements:	Fluency in English and Portuguese is required.

VII. Child Safeguarding	
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