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| C:\Users\rnaveed\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\8RXOBJ5Q\unicef.gif | **UNITED NATIONS CHILDREN’S FUND****JOB PROFILE** |

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| **I. Post Information** |
| Job Title: **Senior Networks Associate**Supervisor Title/ Level: **ICT Manager, NO4**Organizational Unit: **Independent Project Unit ( IPU)**Post Location: **Dakar (Diamniadio), Senegal** | Job Level:**GS7**Job Profile No.: CCOG Code:Functional Code:Job Classification Level: |

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| II. Organizational 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**  :In 2022 the United Nations in Senegal will move to a new UN House in Diamniadio. The UN House will host all the UN organizations in Senegal, conference and meeting facilities, commercial entities, and a total of more than 1800 UN personnel. The Independent Project Unit (IPU) provides daily operational and management services to the UN agencies resident in the UN House Diamniadio. **Purpose for the job** The ICT Network Assistant will have the technical lead for the ICT network in the UN House.Under the guidance and direct supervision of the ICT Manager, the ICT Network Assistant provides services, implement management systems and strategies, and provide daily technical support to users of the common information management tools and technology infrastructure.The ICT Network Assistant works in close collaboration with the IPU colleagues, ICT specialists from the UN organisations, and clients in the UN House to ensure reliable, effective and efficient ICT services that are delivered in a manner that promotes client satisfaction. |

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| III. Key functions, accountabilities and related duties/tasks *(Please outline the key accountabilities for this position and underneath each accountability, the duties that describe how they are delivered. Please limit to four to seven accountabilities)* |
| **Summary of key functions/accountabilities:** * Monitor network availability and performance
* Implement network client application
* Implement Service desk and Helpdesk tools
* Troubleshoot network faults, and Internet Access
* Implement network and Telephony configuration changes/upgrades
* Monitor Data center and access to resources
* Facilitation of knowledge building and knowledge sharing

1. Ensure monitor network availability and performance, focusing on achievement of the following results:* Daily monitor the status of the Internet connection and contact ISP for fixing the issues
* Daily monitor the performance of the network and find out the modules (VLAN, VRF, Access switch and network nodes) that consume abnormally of network bandwidth.

Daily monitor common network components availability2. Ensure, according to SLAs, implementation of network client application to all workstations and network devices, focusing on the achievement of the following results:* Install/upgrade the network application to all workstation and network device.
* Test the network application to all workstation and smart device.
* Provide the tier 2 support to user of ICT system.
* Provide telephony system and billing system

3. Ensure troubleshoot network faults, focusing on achievement of the following results:* Troubleshooting network issues as they arise; document issues and associated resolutions to problems; escalating problems to higher level
* Coordinate and collaborate with other teams to ensure security, availability, reliability, and scalability of network equipment to meet business demands.
* Backup and restoring configuration of all network equipment.
* Create request for service support from service providers
* Response to user needs and questions regarding network and internet access.
* Maintain up-to-date parameters of information for the user accounts and groups.
* Maintenance of measures in place for business continuity and disaster recover processes and procedures including backup and restoration of both server and local storage facilities.
* Effective Service desk and helpdesk

4. Ensure implementation of network configuration changes/upgrades, focusing on achievement of the following results:* Effective functioning (installation, operation and maintenance) of all network equipment and acquisition of hardware supplies.
* Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
* Change configuration of network equipment when required

5. Ensure facilitation of knowledge building and knowledge sharing in the UN House, focusing on achievement of the following results:* Identification and promotion of different systems and applications for optimal content management, knowledge management and sharing, information provision.
* Participation in the organization of training for the UN House staff on ICT issues.
* Maintain staff training profiles.
* Synthesis of lessons learned and best practices in ICT.
* Sound contributions to knowledge networks and communities of practice.
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| IV. Impact of Results (*Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this in turn improves UNICEF’s capacity in achieving its goals)* |
| The key results have an impact on the overall efficiency of the UN House Diamniadio including improved business results and client services. Forward-looking ICT management has an impact on the organization of office management, knowledge sharing, and information provision.  |

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| V. Competencies and level of proficiency required (please base on UNICEF Competency Profiles) |
| **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)
 | **Functional Competencies**:Analyzing (2)Applying Technical Expertise (2)Planning and Organizing (2)Following Instructions and Procedures (2) |

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| **VI. Recruitment Qualifications** |
| Education: | Completion of Secondary education supplemented with formal training at university level in Computer Science, Business Administration, Engineering or related field with training in networking and telecommunication technology. Additional Networking/ telecommunication related industry certification an asset.Computer literacy and ability to effectively use standard office software, tools and technologies.Must pass the English Administrative Support Assessment Test (ASAT) - formerly known as the Clerical Exam. |
| Experience: | Seven years practical work experience in information technology, including systems administration and operations, network computing, systematic methods of trouble shooting and analytical problem solving, providing assistance to users on IT services, and use of applications and diagnostic tools. Practical experience in Global Network Problem Resolution, Infrastructure Operations, Service Operations, and practice in network operations. Broad exposure to substantive Windows systems work reflecting major IT developments in such areas as client/server computing and applications, database administration/engineering, operating systems development, internetworking desirable. |
| Language Requirements: | Fluency in French and working knowledge of English required. Knowledge of the local language or another UN language is an asset. |

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| **VII. Signatures- Job Description Certification** |
| Name: Signature Date |
| Title: Name: Signature Date |
| Title:  |