

**UNICEF Mexico Country Office  
Temporary Appointment  
Terms of Reference [TOR]**

<b>Post Title</b>	<b>Senior Information and Communications Technology (ICT) Associate</b>	<b>Post Level</b>	GS-7
<b>Supervisor's title</b>	ICT Officer	<b>Supervisor's Level</b>	NO-1
<b>Contract duration</b>	364 days	<b>Duty Station</b>	Mexico City, Mexico

**JOB 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 programmes, 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 fulfil 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.

UNICEF Mexico is a medium-sized Country Office now expanding its operations through the north and south borders embarking on a bigger humanitarian action and response, whereby the needs for supply and human resources have increased and the central team requires additional support to fulfill their objectives and help UNICEF achieve its goals.

The Mexico Country Office has been facing significant changes throughout the last four years of the current Country Programme Document (CPD), especially regarding children and adolescents impacted by the COVID-19 pandemic and the growing demands related to the migratory situation. These challenges need to be addressed by a solid operations team that supports all business areas in delivering for children with quality and efficiency.

Senior Information and Communications Technology (ICT) Associate performs specialized activities pertaining to UNICEF's ICT systems including desktop administration, server or cloud operations, hardware, and software. Specialized activities may include technical support in the testing and implementation of new application system releases, modules and functionalities and systems administration tasks. This is skilled work, which may include the provision of procedural leadership to more junior staff or serve as a focal point for a systems project.

For more information related to the work of our organization in Mexico, please visit our website: [UNICEF Mexico](#) and our latest [Annual Report 2022: Informe Anual 2022 UNICEF México](#)

**KEY FUNCTIONS, ACCOUNTABILITIES AND RELATED DUTIES AND TASKS**

**ICT Office Customer Service Support:**

- The Senior ICT Associate is fundamentally involved in enlisting the support and cooperation of client staff from across the office in the installation and maintenance/troubleshooting of ICT applications.
- S/He liaises and interacts with colleagues, users and user groups in establishing application requirements, proposing them to concerned development entity, and providing training in new systems and applications.
- The Senior ICT Associate may coordinate with external service providers, such as telephony providers, and consultants, ensuring delivery of agreed services and prompt resolution of service issues.

**ICT Administration:**

Senior ICT Associates perform specialized IT application administration activities to ensure functionality and facilitate user interface. Accountabilities/key results include:

- Analyzing functional issues, developing functional specifications and identifying the need for new systems or re-engineering/enhancements of the existing systems or applications.
- Supporting the development, programming, testing, debugging and implementation of new applications and systems and customizing existing applications.
- Identifying system vulnerabilities and relevant security patches; prioritizing, evaluating, testing and applying third party patches.
- Providing second-level support to users on systems applications including assistance on technical issues, setting up user access security profiles, and other related user issues.
- Drafting technical documentation and manuals.
- Assessing training needs, developing and presenting structured and ad hoc training to users as required.
- Assisting in the management of specialized ICT projects, particularly in the area of development and implementation of new systems and applications.
- Preparing periodic and ad hoc reports.

**DELIVERABLES / OUTPUT**

Percentage

15% 1. Install and maintain ICT hardware equipment and software application. Support technical operation of office-wide computer applications. Provide hardware /software technical support and assistance to all end users. Identify problems and perform maintenance on servers, desktops/laptops, printers, scanners, external portable disks, flash drives, power supplies and other computer equipment.

15% 2. Install and maintain the office data and telephone voice network. This involves administering user access to the network, network security, remote access via teamviewer, wireless Internet access and troubleshooting hardware or software problems experienced on the network, firewall, QoS, router communications, fax and telephone voice systems. Maintain system log files or logbooks.

15% 3. Install, maintain and administer emergency and security telecommunications including electrical power sources as part of the overall UNICEF emergency response. This involves satellite phones, emergency power sources, and VSAT satellite terminal when required.

20% 5. Maintain critical facilities in the server area and secure structured network cabling systems. This also involves regular maintenance and tests of electrical power sources (on-site generator and solar power panel), emergency lighting, ventilation and air-conditioning.

20% 6. Update and conduct tests of business continuity or disaster recovery procedures in case of fail-over or recovery scenarios of critical IT and telecommunications systems.

10% 7. Create systems documentation including sysadmin and user procedures. Maintain inventory of all hardware/network/telecom equipment and software.

5% 8. Liaise with local suppliers on repair and maintenance of computer hardware/ network/telecom equipment. Ensure repaired hardware and software are checked and returned properly. Assist in maintaining contact with service contractor and keep track on follow-up action or progress of services.

**REQUIRED QUALIFICATIONS**

<p><b>Education</b></p>	<ul style="list-style-type: none"> <li>▪ Completion of Secondary education is required (High School Certificate), supplemented with formal training at university level in Computer Science, Information Systems, Telecommunications, Engineering. <i>For this position, a bachelor's degree from a recognized academic institution in a relevant field may replace three years of the required work experience.</i></li> <li>▪ ITIL Foundation Certificate or equivalent customer support certification is an asset.</li> </ul>
<p><b>Work Experience</b></p>	<ul style="list-style-type: none"> <li>▪ A minimum of 7 years of practical work experience in information technology, requiring systematic methods of troubleshooting and/or problem solving is required.</li> <li>▪ Experience in providing assistance to users on IT products and services, and use of applications and diagnostic tools is required.</li> <li>▪ Practical experience in providing technical and business Customer Support and Services is required.</li> <li>▪ Practical experience and working knowledge of various computer platforms and applications is required.</li> <li>▪ Understanding the development and humanitarian work is an asset.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Developing country work experience and/or familiarity with emergency is preferred.</li> </ul>
<p><b>Others skills</b></p>	<ul style="list-style-type: none"> <li>▪ Advanced knowledge of ICT regulations, rules and procedures as well as systems and applications in the UN System.</li> <li>▪ In-depth knowledge of computer information systems, including micro-computer operating systems software (e.g. Windows, Linux, other apps), hardware and applications software and other office technology equipment is an asset.</li> </ul>
<p><b>Languages</b></p>	<ul style="list-style-type: none"> <li>▪ Fluency in Spanish and intermediate in English are required .</li> <li>▪ Proficiency or Fluency in English is desirable.</li> </ul>

**UNICEF VALUES AND COMPETENCY REQUIRED (BASED ON THE UPDATED FRAMEWORK)**

Core values of care, respect, integrity, trust, accountability and sustainability.

UNICEF competencies required for this post are:

(1) Builds and maintains partnerships (2) Demonstrates self-awareness and ethical awareness (3) Drive to achieve results for impact (4) Innovates and embraces change (5) Manages ambiguity and complexity (6) Thinks and acts strategically (7) Works collaboratively with others

[UNICEF is committed to diversity and inclusion within its workforce](#), and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.

We offer a [wide range of benefits to our staff](#), including paid parental leave, breastfeeding breaks, and reasonable accommodation for persons with disabilities. UNICEF strongly encourages the use of flexible working arrangements.

UNICEF has a zero-tolerance policy on conduct incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority, and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will be expected to adhere to these standards and principles and will therefore undergo rigorous reference and background checks. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.