UNITED NATIONS CHILDREN'S FUND
GENERAL SERVICE GENERIC JOB PROFILE

JOB TITLE: **ICT Assistant** **JOB LEVEL**: **GS-6** **REPORTS TO**: _____ **LOCATION**: _____	JOB PROFILE NO.: 60000505 CCOG CODE: 2.A.05 FUNCTIONAL CODE: JOB CLASSIFICATION

PURPOSE OF THE JOB

ICT Assistant is to provide end-user ICT support and support to all kinds of T4D programme initiatives at the UNICEF country office, ensuring effective/efficient end-user support and innovative solutions to programme initiatives during the stages of innovation/formulation of idea, implementation/operationalization, scale-up and maintenance. The incumbent is responsible for implementing and maintaining the ICT infrastructure, administration and business support to ICT operations and T4D innovations in close coordination with the RO, HQ, vendors, service-providers and partners from inside and outside the organization. T4D Assistant is also responsible for formulating/maintaining ICT/T4D workplan, its implementation, reporting and relevant documentation including ensuring ICT component of the Business Continuity Plan (BCP) is up-to-date and tested.

KEY END-RESULTS

1. **Timely and effective support is provided on improvement of ICT systems/services and opportunities for innovative use of technology in programme interventions are effectively harnessed.**

2. **Timely support is provided to users, SMEs and ICT Management for maintaining the organization's computer systems infrastructure.**

3. **ICT infrastructure, systems and applications are properly administered in compliance to UNICEF's Security policies, standards and procedures.**

4. **ICT components of the Business Continuity are well maintained in close collaboration with the UN agencies.**

5. **Under the framework of Digital Transformation initiative, all component of the Enterprise Content Management are adequately/efficiently supported.**

6. **Assignments of additional duties and responsibilities are effectively performed.**

KEY ACCOUNTABILITIES and DUTIES & TASKS

Within the delegated authority and under the given organizational set-up, the incumbent may be assigned the primary, shared, or contributory accountabilities for all or part of the following areas of major duties and key end-results.

1. **Timely and effective support is provided on improvement of ICT systems/services and opportunities for innovative use of technology in programme interventions are effectively harnessed.**

   • Actively participates in programme discussions to leverage his/her technical skill to identify opportunities for innovative use of technology in programme initiatives.

   • Works closely with the Regional Chief of ICT, the Regional T4D specialist, programme colleagues, relevant vendors and partners in formulation of technical opportunity into innovative product for children.

   • Provides support to programmes in any ICT related issues, contracts involving ICT or systems and solutions, including review of ToRs and specifications, technical evaluations, applications, offers etc. and advising on any partnerships for ICT-enabled solutions for children.

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- Supports project roll outs and implementation of new processes, including testing debugging and implementation of new application and systems.

- Collaborates with program and communication sections to identify and support improvement opportunities in programme delivery through the effective/innovative use of technology, ensuring that the functional requirements are fully met by the proposed solution. Advise on options, risks, costs versus benefits, and impacts on end-user products and services, business processes and systems.

- Assists in formulation of Business Cases and Project Charters for the ICT4D and Innovation projects.

2. Timely and proper Info Communication Technology support is provided to users, SMEs and ICT Management for maintaining the organization's computer systems infrastructure.

- Provides users with solutions to identified incidents, requests or services interruptions; provides timely feedback, status or progress report as per established policies and procedures; provides the Forward Schedule of Changes for planned and short-term changes of service levels.

- Ensures effective customer support in the area of Information Technology and Telecommunications by providing computer training as well as troubleshooting and ad- hoc technical assistance to the users. This involves development of an office training and support plan based upon the organizational requirements and an assessment of staff competencies and needs.

- Coordinates and assists with the acquisition, integration, installation, upgrade and release of organizational standard computer hardware and applications, communication and office equipment relevant to the office. This includes roll-out of the Operating Systems, Office Productivity tools (e.g. MS Office), Electronic Mail, client access to UNICEF ERP and Performance Management Tools and Unified Communications tools (Video, Audio and Web Conferencing, Instant Messaging IP Telephony). Where possible, ensure user access to these applications is available remotely (mobile users) in a secure manner.

- Works closely with RO and HQ colleagues to resolved technical incidents and problem from their roots, while applying quick workarounds to avoid work disruptions.

- Analyses problems, identifies alternatives, tests, recommends and implement solutions.

3. **Under the LIGHT Infrastructural environment, ICT systems and applications are properly administered in compliance to UNICEF's Security policies, standards and procedures.**

- Undertakes the role of Local Systems Administration (LSA) by performing routine maintenance of the ICT Systems (e.g. Security Patches, and Antivirus Updates), User provisioning, de-provisioning and change management to UNICEF Systems and Applications (e.g. Domain, E-Mail, Intranet, VISION) in the office. This includes use of tools like UNICEF Access Management Portal (e.g. E-SAF, APPROVA, ViSA) and Service Manager System

- Manages the ICT infrastructure, compliance and security of the office that includes Local Area/Wide Area Network (LAN/WAN) and Network Switching ensuring the Confidentiality, Integrity and Availability of UNICEF information from the Office and Remote location.

- Diagnoses and resolves Global Help Desk calls related to applications or processes redirected from the Global Help Desk first line support and escalates them to Global Help Desk third line, SME support or ICT Operations Management for resolution of escalated issues and/or policy guidance as necessary. Keeps users informed of the status.

- Provides accountability for the information technology resources through accurate analysis and evaluation of office's ICT needs, sound procurement, cost-effective installation and maintenance, ensuring software/hardware standards, and regular accurate inventory and reporting of hardware, peripherals and software.

- Ensures application/compliances of ICT policies and guidelines, established processes and procedures by all team members. Advice to the management and staff on the correct interpretation and application of ICT policies and guidelines in support of the office's information management

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needs.

4. ICT component of the Business Continuity is well maintained in close collaboration with other UN agencies.

- Formulates and maintains the ICT component of the Business Continuity Plan (ICT Disaster Recovery Plan).
- Conducts periodical test of the ICT DRP (Disaster Recovery Plan), reports and recommends for improvement.
- Actively participates in Inter-Agency ICT Working group to leverage resources from UN sister agencies and non-UN partners in crisis situations.
- Ensures maintenance of the ICT components of the MOSS (Minimum Operating Security Standards) requirements for the office.
- Provides IT and Telecoms training to all staff on regular basis in the use of standard IT and Telecoms equipment and remote connectivity for operations during emergency situations.
- Provides support for communications equipment including but not limited smartphones, Portable Satellite Devices (Phones, BGANs, Modems, etc.), Radio programming PABX, VHF, UHF in cooperation with UN Agencies
- Supports the administration of the common UN premises including through management of contractors for IT and communication services for the common premises

5. Under the framework of Digital Transformation initiative, all component of the Enterprise Content Management are adequately/efficiently supported.

- Provides Enterprise Content Management (ECM) and knowledge management support (e.g. SharePoint, CO Intranet and Team web sites) through coordination of office contents/records management including systems for the acquisition, storage and retrieval of electronic data
- Manages the local database capacity required using standard ICT database and collaboration tools.
- Provides support to ensure the accuracy and accessibility of data sources.
- Provides technical assistance and guidance to relevant sections (i.e. Communications) in provision of externally facing websites, contents and security.
- Provides assistance in the use of social media outreach.

6. <u>Assignments of additional duties and responsibilities are effectively performed.</u>

- Performs any additional assignments as requested by the supervisor.

JOB GRADE FACTORS [1]

- Scope of the responsibility of the job is to support users in a country office.
- The incumbent performs first and second line support services, and decides on the handling of user incidents and problems including priority and escalation, requiring interpretation of relevant guidelines and standards.
- The incumbent is expected to make recommendations on the support of office computerization and

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[1] The differences in the grades of jobs and positions reflect various differences, among others, in the nature and scope of work, individual contribution, professional expertise required, organizational context, risks, coordination and networking, engagement, partners, beneficiaries, clients/stakeholders relations, impact of decisions, actions and consequences, and leadership roles.

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connectivity to better productivity, efficiencies and effectiveness of ICT operations and services delivery.
- The incumbent is expected to effectively and efficiently carry out the above duties contributes to the efficient planning, management and oversight of cost effective and secure ICT infrastructure, systems and tools at the country office and directly impact on delivery of operational and programme goals and results. This in turn contributes to maintaining/enhancing the credibility of UNICEF as an effective partner and to furthering UNICEF image as a competent organization for delivering cost effective, efficient and sustainable results.

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

1. Education

Completion of Secondary education supplemented with formal training (at university level) in Computer Science, Business Administration or computer related certification (e.g., Prince2 Certification, ITIL Foundation Certification or equivalent customer support certification).

Computer literacy and ability to effectively use standard office software, tools and technologies.

Must pass the UN clerical test in English.

2. Work Experience

Six years practical professional work experience in information technology, as well as systematic methods of troubleshooting and analytical problem solving, providing assistance to users on ICT products and services, and use of applications and diagnostic tools. Practical experience with various computer platforms and applications: operating systems, email and database systems, Microsoft Office product suites, Help Desk software, advanced PC/laptop/printer installation, configuration, troubleshooting and repairs. Work experience in providing ICT support to remote field offices in developing countries an asset.

Work experience in emergencies.

3. Language Proficiency

Fluency in English is required. Working knowledge of another UN language an asset.

4. Competency Profile (For details on competencies please refer to the *UNICEF Professional Competency Profiles.*)

i) Core Values (Required)
    Commitment
    Diversity and Inclusion
    Integrity

ii) Core Competencies (Required)
    Communication **[II]**
    Working with People **[II]**
    Drive for Results **[II]**

iii) Functional Competencies (Required)

   Analyzing [II]
    Applying Technical Expertise [II]
    Following instructions and Procedures [II]
   Planning and Organizing [II]

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iv) Technical Knowledge[2]

a) Common Technical Knowledge Required (for the job group)

• Practical knowledge of computer programming, software information management, data processing applications, database development, network administration, data communications, telecommunications, hardware and software installation, service management, end-user assistance, preparation of end-user documentation and manuals.
• UNICEF Field Offices environment and use of ProMS and/or SAP
• Knowledge of Help Desk tools and processes

b) Specific Technical Knowledge Required (for the job)
(Technical knowledge requirements specific to the job can be added here as required.)

• Practical knowledge of Service Delivery processes (e.g., Incident Management, Problem Management, Configuration Management, Change Management, Release Management).
• Practical knowledge of Service Support (e.g., Service Level Management, Availability Management, Capacity Management, Financial Management, ICT Service Continuity Management, Security Management)
• Knowledge of ITIL standards of services support
• Knowledge of server operating systems, active directory services, network operating systems platforms
• Systems roll outs and implementation in large scale ICT environment
• Software development methodologies
• Practices and principles of systems support
• Practices and principles of ICT analysis, planning, design, implementation and problem resolution
• Trends in information technologies and services management

c) Technical Knowledge to be Acquired/Enhanced (for the Job)

• Understanding of UNICEF ICT policies, procedures and guidelines (including Information Security Policy and Standards of Electronic Conduct.)
• Understanding of UN/UNICEF Financial rules and regulations, business processes and procedures.
• Understanding of UN Mission and system; and International Code of Conduct
• Understanding of UNICEF Mission Statement and observance of UNICEF Guiding Principles.

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[2] Reference to UNICEF and/or UN in terms of technical knowledge requirements ('*a*' and '*b*' above) are applicable only to those who are or have been staff members of UNICEF or the UN common system.