Job Description

Agency	UNOCHA
Title	ICT Associate
Job ID	18194
Practice Area - Job Family	Management - OPERATIONS
Vacancy End Date	06/09/2018
Duty Station	Mogadiscio, Somalia
Education & Work Experience	E-Technical School - 7 year(s) experience
Languages	Required: English, Somali
	Desired:
Grade	G7
Vacancy Type	FTA Local
Posting Type	External
Bureau	Arab States
Contract Duration	1 Year with possibility for extension

ICT Associate - UNOCHA (Open to Somali Nationals only)

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Background

The situation in Somalia remains fragile with continued political instability, climatic variability, and lack of basic social services. In 2017, drought has impacted Somalia and Bay and Bakool regions are some of the most affected. OCHA's role is to coordinate effective and principled inter-agency humanitarian response and ensure that relief assistance reaches the people who need it in a timely manner including through the management of the Somalia Humanitarian Fund (SHF), a multi donor pooled fund that is a critical source of predictable, quick and flexible funding to address the most urgent humanitarian needs in Somalia.

In line with OCHA's global mission, OCHA Somalia continues to:

- Advocate for access to basic services, especially water, sanitation, education and health for vulnerable communities, including the collection, analysis and dissemination of information to humanitarian partners, and negotiation of access.
- Support the government efforts and humanitarian organizations in relocation of internally displaced and return.
- Support Government efforts in dealing with the ongoing drought and building the capacity of Government focal points on humanitarian issues.
- Coordinate the implementation of humanitarian response in Somalia with UN agencies and programmes, national and international NGOs and local authorities/communities as appropriate, with focus on strengthening the cluster approach.
- Enhance a protective environment that respects the human rights of all, including IDPs, returnees and minority clans.

Under the the direct supervision of the ICT Officer (Nairobi) and oversight of the Head of Information Management, the ICT Associate works in close collaboration with the Communication, Administration, Front Office, Strategic Planning/Coordination, and Humanitarian Funding staff for resolving complex ICT related issues to ensure the primary objectives of OCHA Somalia are met.

Duties and Responsibilities

Summary of Key Functions:

Implementation of ICT strategies and introduction/implementation of new technologies:

- Effective functioning of the CO hardware and software packages
- Networks administration
- Provision of web management services
- Provision of administrative support
- Facilitation of knowledge building and knowledge sharing

Ensures implementation of ICT strategies and introduction/implementation of new technologies focusing on achievement of the following results:

- Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment.
- Provision of inputs to elaboration of internal policies and procedures on the use of ICT. Elaboration of the content of internal Standard Operating Procedures in ICT in consultation with office management.
- Development and update of the ICT annual plan.
- Provision of support to the use of Atlas (UNDP's implementation of PeopleSoft ERP) functionality for improved business results and improved client services.

Ensures effective functioning of the CO hardware and software packages focusing on the achievement of the following results:

- Provision of advice on maintenance of equipment and acquisition of hardware supplies, making routine repairs and change of hardware electronic components.
- Supervision of the implementation of corporate UNDP systems.
- Development of new software packages for high impact results (e.g. office management system, electronic registry, etc) as required.

Ensures efficient networks administration focusing on achievement of the following   results:

- Operation of network utility procedures defining network users and security attributes establishing directories, menus and drive-mappings, configuring network printers and providing user access. Ensure that the UNDP desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks
- Trouble-shooting and monitoring of network problems.
- Response to user needs and questions regarding network access.
- Maintenance of up-to-date parameters of information for the network clients and electronic mail.
- Implementation of backup and restoration procedures for local drives. Maintenance of backup logs. Organization of off-site storage of backups.
- 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.
- Timely LAN Infrastructure and Internet connectivity upgrade to meet UNDP requirements.

Provides web management services focusing on achievement of the following results:

- Identification of the opportunities and ways of converting business processes into web-based systems to address the issues of efficiency (office management system, donor Creation and maintenance of the CO web site and intranet ensuring that the content is updated and meets the requirements of UNDP.

Provides administrative support focusing on achievement of the following results:

- Provision of advice on and assistance in procurement of new equipment for the CO and projects, provision of technical specifications and information on best options in both local and international markets, review of quotations and bids.
- Maintenance of an up-to-date inventory of the software and hardware.
- Maintenance of the library of reference materials.
- Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Procurement Unit.

Ensures facilitation of knowledge building and knowledge sharing in the CO 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.
- Organization of trainings for the operations/ projects staff on ICT issues.
- Maintenance of staff training profiles.
- Synthesis of lessons learned and best practices in ICT.
- Sound contributions to knowledge networks and communities of practice.

Impact of Results

The key results have an impact on the overall efficiency of the Country Office 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.

Competencies

Functional Competencies:

Building Strategic Partnerships

- Analyzes general information and selects materials in support of partnership building initiatives

Promoting Organizational Learning and Knowledge Sharing

- Researches best practices and poses new, more effective ways of doing things
- Documents innovative strategies and new approaches

Job Knowledge/Technical Expertise

- Understands the main processes and methods of work regarding to the position
- Possesses basic knowledge of organizational policies and procedures relating to the position and applies them consistently in work tasks
- Identifies new and better approaches to work processes and incorporates same in own work
- Strives to keep job knowledge up-to-date through self-directed study and other means of learning
- Demonstrates good knowledge of information technology and applies it in work assignments

Promoting Organizational Change and Development

- Demonstrates ability to identify problems and proposes solutions

Design and Implementation of Management Systems

- Uses information/databases/other management systems

Client Orientation

- Organizes and prioritizes work schedule to meet client needs and deadlines
- Establishes, builds and sustains effective relationships within the work unit and with internal and external clients
- Responds to client needs promptly

Promoting Accountability and Results-Based Management

- Gathers and disseminates information on best practice in accountability and results-based management systems

Core Competencies:

- Demonstrating/safeguarding ethics and integrity
- Self-development, initiative-taking
- Acting as a team player and facilitating team work
- Facilitating and encouraging open communication in the team, communicating effectively
- Creating synergies through self-control
- Managing conflict
- Learning and sharing knowledge and encourage the learning of others. Promoting learning and knowledge management/sharing is the responsibility of each staff member.
- Informed and transparent decision making

Required Skills and Experience

Education:

- Secondary Education. University Degree in Computer Science desirable, but it is not a requirement. Cisco Certified Network Engineer (CCNE) and Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Professional (MCP) required. If certification is not available at the time of recruitment, it should be obtained within 6 months.

Experience:

- 7 years of working experience in network administration and use of hardware/software, telecommunications facilities, knowledge of database packages, experience in web design.

Languages:

- Fluency in written and spoken English
- Knowledge of Somalia is a requirement

Disclaimer

Important applicant information

All posts in the GS categories are subject to local recruitment.

Applicant information about UNDP rosters

Note: UNDP reserves the right to select one or more candidates from this vacancy announcement. We may also retain applications and consider candidates applying to this post for other similar positions with UNDP at the same grade level and with similar job description, experience and educational requirements.

Workforce diversity

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