

**United Nations High Commissioner for Refugees (UNHCR)  
Country Office Damascus, Syria**

**Vacancy Announcement No. UNHCR/VN/ 2019/06**

**Internal/External Circulation**

<b>Position Title:</b> Senior ICT Assistant	<b>Position Level:</b> GL5	<b>Date Issued:</b> 16-Jan-19
<b>Position No.:</b> 10029843	<b>Report To:</b> Snr. Regional ICT Officer	<b>Closing Date:</b> 30-Jan-2019
<b>Section:</b> ICT	<b>Duty Stations:</b> Damascus	<b>Contractual Status:</b> Fixed-Term Appointment

**Availability of the Post** : Immediately

**Accountability**

- IT and Telecoms incidents are resolved.
- The required/requested technical support is provided in a professional manner.
- The network (LAN) is properly maintained.

**Duties and Responsibilities:**

- Assist the office in implementing set standards for applications that meets the needs of the users and supports the overall Information and Communication Technology.
- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, Switches, Patch panels, Access points, HF and VHF bases, HF and VHF relay stations, Satellite Modem...to prevent faults occurring.
- Carry out missions for new installations and routine maintenance tours of ICT equipments.
- Ensure that ICT problem recovery is done as quickly as possible and make regular system back-ups.
- Assist with the installation of the software packages, basic repair/maintenance of computer hardware, HF and VHF equipment.
- Train UNHCR staff on email system, utilization of VHF handhelds, telephone system.
- Add and remove users from the Networks.
- Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.
- Draft mails and memoranda on ICT matters.
- Assist in the drafting of technical documentation on radio equipment operating procedures
- Certify invoices and delivery notes and pass for payment.
- Evaluate needs for upgrading and eventually replacing ICT equipment in the field, to meet with UNHCR standards.
- Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
- Carry out administrative duties, within the area of competence as assigned.
- Perform other duties as required.

**Authority**

- To decide on appropriate resolution to incidents
- Escalating incidents where they cannot be resolved at the office level

**Qualification Required**

**Education and Skills:**

Education: Completion of Secondary school or equivalent technical school with training/certificate in Telecommunication and Information Technology.

**Experience:**

Job Experience: Minimum 5 years of previous relevant experience in the ICT field;

**Languages:**

Fluency in English and working knowledge of another relevant UN language or local language (as applicable in the duty station).

In offices where the working language is not English, excellent knowledge of working language of duty station and working knowledge of English.

Please apply in writing by completing and signing the Personal History Form (as per link below) and including an up to date CV as well as your motivation letter. Please also indicate the following vacancy announcement number, position title and location:

**Attention Vacancy No: UNHCR/VN/ 2019/06, Senior ICT Assistant, Damascus**

All applications must be submitted by e-mail to: [SYRDAHUMANRES@unhcr.org](mailto:SYRDAHUMANRES@unhcr.org) indicating the vacancy number. No hard copies (paper applications) will be accepted.

Applications received will not be acknowledged, only the successful candidates will be notified of the outcome of the competitive process, and will be invited for a written test and an interview.

**Non Syrian Arabs must attach their valid residence permit as well as a valid work permit. Applications received without these documents will not be considered.**

A Personal History Form is attached for ease of reference and can also be downloaded from the following link:

<http://www.unhcr.org/recruit/p11new.doc>

**Please note that the Personal History Form is mandatory and must be SIGNED by the applicant.**

**Distribution:**

- All UNHCR staff members in Syria
- UN organizations in Syria
- Specialized Agencies
- Diplomatic Missions
- International NGOs
- Non-government Organizations
- Embassies