

## Temporary Job Opening

**Date:** 22 April 2018

**Job opening no.:** TJO/2018/004  
**Section:** Information and Communication Technology Section (ICTS)  
**Functional title:** **Information Systems Assistant**  
**Post level:** GL-4  
**Duty station:** Damascus  
**Deadline for applications:** 29 April 2018

### **Organizational setting and reporting relationships:**

This position is located in the Information and Communication Technology Section (ICTS) in the United Nations Office of the Special Envoy for Syria (OSE-Syria) in Damascus. The position reports to the Chief ICTS.

### **Duties and Responsibilities:**

Under the direction and supervision of the Chief ICTS, the incumbent of the post will carry out the following functions:

- Provides support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshoots for various applications i.e., service support.
- Provides timely and efficient IT support to all Mission components and sites.
- Receives and logs problem calls or service requests in the automated tracking system.
- Attempts to resolve problem calls or service requests on initial contact.
- Diagnoses and resolves relatively simple hardware, software, or connectivity problems.
- Assists Network unit to provide network connectivity in the mission area and all team sites.
- Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation/uninstallation, software installation, LAN connection.
- Escalates problems to the appropriate parties in accordance with established procedures.
- Provides basic training to end-users on the use of standard systems.
- Distributes and deploys new computers and IT equipment in the Mission.
- Cooperates with Assets Management Unit to update the issuance and return to stock items.
- Takes charge of the Help Desk management in the absence of supervisor.

- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Performs other related duties as required.

### **Qualifications requirements:**

- High school diploma or equivalent. Additional training in ICTS field is an advantage.
- Minimum of three (3) years of progressively responsible experience in the field of information technology or related areas is required
- Good communication skills in English and Arabic, both oral and written. Knowledge of another official United Nations language is an advantage.

### **Competencies:**

- **Professionalism:** Knowledge of, and ability to apply financial rules, regulations and procedures in the UN environment. Ability to maintain accurate records, review and interpret a wide variety of data. Ability to demonstrate professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.
- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
- **Client Orientation:** Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

### **Submission of application:**

- Please address the **fully completed and signed application form (P.11 or PHP) in English**, together with copies of relevant supporting documents by e-mail to: [ose-syria-recruitment@un.org](mailto:ose-syria-recruitment@un.org)
- **Only applications reflecting the job opening number applied for on the subject will be taken into consideration.**
- Preference will be given to equally qualified female candidates.
- Due to the large volume of applications, we regret not being able to reply to everyone and will only contact the most suitable candidates.
- Your interest in the Office of Special Envoy for Syria is greatly appreciated.