CAREERS THAT **CHANGE LIVES**

IT Operations/ SCOPE Associate (SC6) Central Area Office (Homs) OA017-2024

Apply

📍 Homs, Syria, The Arab Republic

💼 Full time

🕐 Posted Today

📄 JR103807

DEADLINE FOR APPLICATIONS
10 September 2024-23:59-GMT+03:00 Eastern European Time (Damascus)

WFP celebrates and embraces diversity. It is committed to the principle of equal employment opportunity for all its employees and encourages qualified candidates to apply irrespective of race, colour, national origin, ethnic or social background, genetic information, gender, gender identity and/or expression, sexual orientation, religion or belief, HIV status or disability.

ABOUT WFP

The World Food Programme is the world's largest humanitarian organization saving lives in emergencies and using food assistance to build a pathway to peace, stability and prosperity, for people recovering from conflict, disasters and the impact of climate change.

At WFP, people are at the heart of everything we do and the vision of the future WFP workforce is one of diverse, committed, skilled, and high performing teams, selected on merit, operating in a healthy and inclusive work environment, living WFP's values (Integrity, Collaboration, Commitment, Humanity, and Inclusion) and working with partners to save and change the lives of those WFP serves.

To learn more about WFP, visit our website: https://www.wfp.org and follow us on social media to keep up with our latest news: YouTube, LinkedIn, Instagram, Facebook, Twitter .

WHY JOIN WFP?

- WFP is a 2020 Nobel Peace Prize Laureate.

- WFP offers a highly inclusive, diverse, and multicultural working environment.
- WFP invests in the personal & professional development of its employees through a range of training, accreditation, coaching, mentorship, and other programs as well as through internal mobility opportunities.
- A career path in WFP provides an exciting opportunity to work across the various country, regional and global offices around the world, and with passionate colleagues who work tirelessly to ensure that effective humanitarian assistance reaches millions of people across the globe.
- We offer an attractive compensation package (please refer to the **Terms and Conditions** section of this vacancy announcement).

BACKGROUND AND PURPOSE OF THE ASSIGNMENT:

Over more than a decade, Syria has faced a relentless crisis that has driven hunger and humanitarian needs to unprecedented heights. The convergence of ongoing insecurity, widespread displacement, economic deterioration, infrastructural damage, and inadequate basic services has severely heightened vulnerability among men, women, and children. According to the 2023 Humanitarian Needs Overview (HNO), a staggering 12.9 million people, or 55% of the population, are food insecure, including 3.1 million facing severe food insecurity. Additionally, 2.6 million people are at imminent risk of becoming food insecure. In today's Syria, the minimum wage can only afford a fifth of a family's food needs.

CONTRACT DETAILS:
Contract Type: Service Contract (SC)
Duration: 12 months
Duty Station: Homs Area Office
Number of required employees: 1
The position is advertised internally and externally

JOB PURPOSE:

The post holder will be working within the Homs Area Office supporting TEC systems (physical and virtual) in conjunction with CO TEC department. They will also support other business units, with IT support and initiatives, to implement their activities and gain efficiencies. The Associate will also work in close collaboration with colleagues from DAS (Digital Assistance Service) and Programme CBT unit, plus all other business units involved in the implementation of cash-based transfers. The incumbent is expected to demonstrate responsibility and initiative to respond independently to queries with only general guidance. There is a requirement to use their own judgement in dealing with unforeseen problems on a daily basis.

ACCOUNTABILITIES/RESPONSIBILITIES:

- Assist in the preparation of materials and the delivery of trainings on automated business processes to ensure efficient and effective use of IT systems.
- Collect and collate data, conduct basic analysis to support the development of accurate reports.
- Provide second level technical support for beneficiary registrations, distributions, redemptions, and reconciliations for all delivery mechanisms implemented through SCOPE platform or a Beneficiary Information Management Software (BIMS).
- Manage alignment of IT service levels related to SCOPE/BIMS incidents with SLAs to strive high quality support services to Internal and External stakeholders on the full range of SCOPE/BIMS features and functionalities.
- Participate in technical design of appropriate beneficiary registration strategies and approaches by ensuring that registration standards are met, and that appropriate methodologies and technologies are implemented.
- Conduct regular data quality checks, ensuring clarity, accuracy, and consistency in support to Operations.
- Actively participate in IT Macro/Micro Assessment according to the standard operating procedures for Cash Based Transfer (CBTs) activities.

- In consultation with IT management, contribute in the evaluation, design, development, update, documentation and follow-up of applications.
- Actively participate in the planning and coordination activities, identify operational shortcomings, and propose remedies or improvements in beneficiary registration as well as distributions.
- Contribute to digitalization activities by exploring local data needs in innovative ways.
- Support the operation and maintenance of the VSAT systems and the Fortigate firewall systems in WFP offices across the country.
- Implement and test new hardware for improving and upgrading system performance: install any technology upgrades as required.
- Carry out system and hardware maintenance tasks, such as running specialized network monitoring and system protection, to ensure technology is running effectively.
- Monitor technology reliability, identify user needs, analyze data and produce accurate reports in order to recommend IT solutions to support informative decision-making.
- Resolve queries independently, escalating if required, to ensure that standard IT questions are answered, and accurate information is provided to staff.
- Support the co-ordination of new application implementation in order to provide WFP staff with the tools they need to perform effectively.
- Coordinate installation and maintenance of telecommunications systems and equipment, to ensure optimal services in compliance with standard operations procedures.

QUALIFICATIONS & EXPERIENCE REQUIRED:

Education:

Completion of secondary school education, Bachelor's Degree in IT is desirable.

Experience:

Minimum four (4) years relevant working experience in IT related functions and cash-based transfers and beneficiary identity management in the humanitarian context. plus, two years of experience in any other field.

Knowledge & Skills:

- Experience in Verifiable, hands-on experience in computers, networks, and infrastructure.
- Experience of troubleshooting MS Windows 10 & 11
- Demonstrable experience in beneficiary management and field-based activities in delivery of humanitarian assistance to vulnerable communities

Languages:

Fluency (level C) in English and Arabic language.

WFP LEADERSHIP FRAMEWORK

WFP Leadership Framework guides to the common standards of behavior that guide HOW we work together to accomplish our mission.

[Click here to access WFP Leadership Framework](#)

REASONABLE ACCOMMODATION

WFP is dedicated to fostering diversity, equity, and inclusion. Our recruitment process is inclusively crafted to welcome candidates of all backgrounds, celebrating diversity and ensuring a respectful environment for all. We aim for an accessible and fair recruitment journey. Should you need any reasonable accommodations or have accessibility concerns, please reach out to us confidentially at global.inclusion@wfp.org. Our DEI team is here to ensure your full participation in our recruitment process.

NO FEE DISCLAIMER

REMINDERS BEFORE YOU SUBMIT YOUR APPLICATION

- We strongly recommend that your profile is accurate, complete, and includes your employment records, academic qualifications, language skills and UN Grade (if applicable).
- Once your profile is completed, please apply, and submit your application.
- Please make sure you upload your professional CV in the English language
- Kindly note the only documents you will need to submit at this time are your CV and Cover Letter
- Additional documents such as passport, recommendation letters, academic certificates, etc. may potentially be requested at a future time
- Please contact us at wfprecruitment@wfp.org in case you face any challenges with submitting your application
- Only shortlisted candidates will be notified

All employment decisions are made on the basis of organizational needs, job requirements, merit, and individual qualifications. WFP is committed to providing an inclusive work environment free of sexual exploitation and abuse, all forms of discrimination, any kind of harassment, sexual harassment, and abuse of authority. Therefore, all selected candidates will undergo rigorous reference and background checks.

No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.

Welcome to our new recruitment platform!

If you used to have an account on our previous platform, please note that you will need to create a new account for future applications. However, this change will not affect any ongoing recruitment processes.

Working with WFP

Our greatest strength is the people working around the world providing access to nutritious food and promoting lasting solutions to those we serve. WFP provides its staff with meaningful and impactful careers, continuous learning and training, and a multicultural and stimulating work environment.

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About WFP
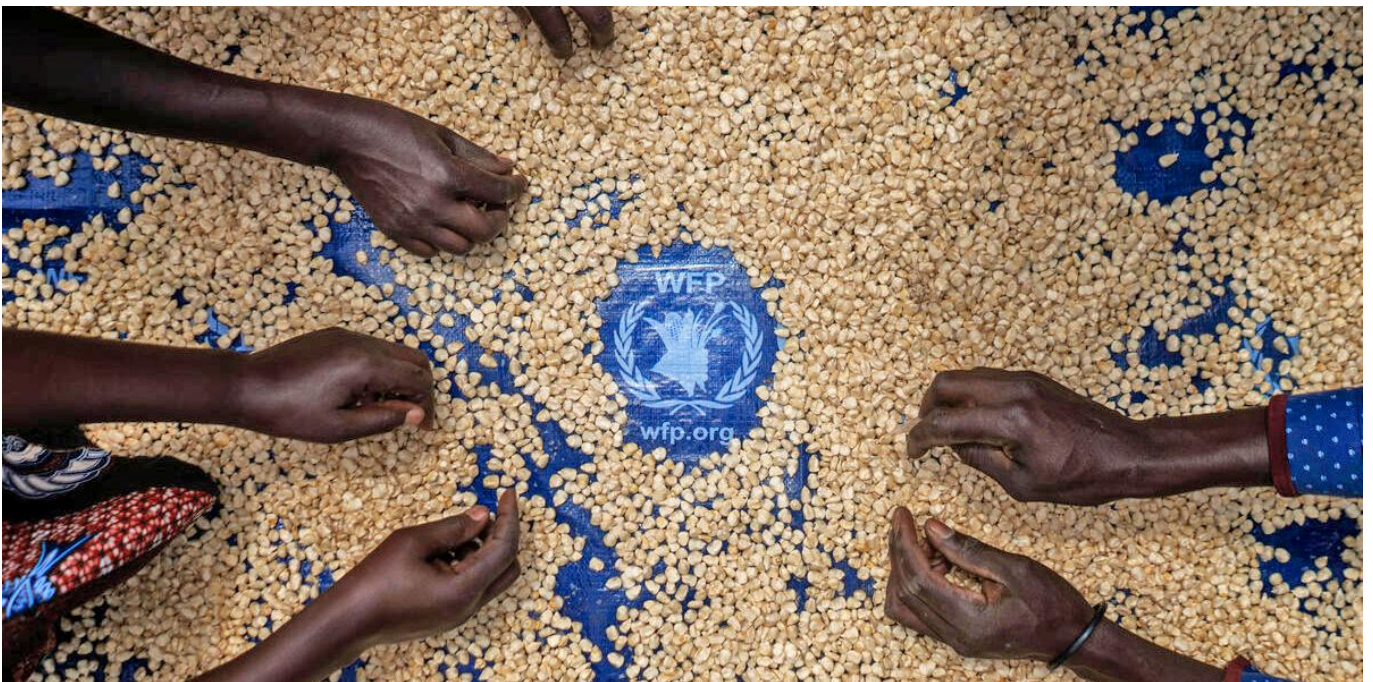
The United Nations World Food Programme is the 2020 Nobel Peace Prize Laureate. We are the world's largest humanitarian organization, saving lives in emergencies and using food assistance to build a pathway to peace, stability and prosperity for people recovering from conflict, disasters, and the impact of climate change.
Read more about WFP's history here, and WFP's mission here

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Hear the voices of WFP

Want to hear what it's like working for WFP? Check out our newsletter highlighting the career stories of our passionate staff here: [Pathway to WFP | LinkedIn](#)

Our values and behaviours

Integrity, collaboration, commitment, humanity, inclusion. These values inspire everything we do every day, allowing us to work towards a world with zero hunger. You can read more about the values [here](#).

Our behaviour guides us in how we accomplish our mission. All WFP employees are expected to demonstrate the standards of behaviour described in the WFP Leadership Framework. Learn more about the WFP Leadership Framework

[**Read More** ⌄](#)

Beware of fraudulent job offers

WFP is aware of fictitious employment offers being circulated via email or originating from online job boards. Many of these schemes consist of an alleged offer of employment or contract with WFP in return for the payment of fees or providing personal or banking information. **Read more**.

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