

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT
Vacancy Notice No. 004/2021**

Title of Post	Senior IT Assistant	Category/grade	General Service, G5
Post Number	10034658	Type of contract	Fixed-term appointment
Location	Adjumani, Uganda	Date of Issue	19 February 2021
Effective date of assignment	1 July 2021	Closing Date	4 March 2021

Operational Context:

The incumbent will work under the direct supervision of a Senior Officer and the technical supervision of an ICT Officer at Sub/Branch/Regional office level. The incumbent may play a supervisory role in overlooking the day-to-day activities of the Telecom operators in the offices in the area of coverage. H/She has working relationships with UNHCR staff members in the office and other offices within the country of assignment as well as with staff of UN agencies and other UNHCR partners within the zone of operation to exchange information and to provide assistance.

Functional statement:

- 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 equipment.
- 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

Essential Minimum Qualifications and Experience:

- Completion of High school diploma is required.
- Completion of technical school with training/certificate in Telecommunication and Information Technology is required.
- Minimum 3 years of previous job experience relevant to the ICT field is required.
- Knowledge of English is required.

Required Competencies:

Core Competencies

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

Cross-Functional Competencies

- Technological Awareness

Eligibility:

Internal candidates: Interested staff members should consult the Policy and Procedures on Assignments of Locally recruited Staff (IOM/49-FOM/50/2012 dated 15 June 2012). If you have questions regarding your eligibility, you may also contact the HR Unit.

An applicant who has internal status is a staff member holding an indefinite or fixed-term appointment in any duty station in the country. Former UNHCR General Service staff members, having held an indefinite or fixed-term appointment for an uninterrupted period of at least one year may apply for internally advertised vacancies at their previous grade or equivalent or one grade above, if the seniority requirements are met, for a period of two years following separation (if such criteria are not met, former staff members can still apply as external candidates).

External candidates: External candidates must meet the essential minimum requirements of the position and candidates not citizens of the country must comply with all eligibility requirements for employment in line with the prevailing legislative prerequisites in the country.¹

Remuneration:

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>

Submission of Applications:

Interested candidates who meet the above criteria should submit their applications online, using the following link: <http://unhcrjobs.imuganda.com>. Applicants should signup or login to access details of the advertised position by **the closing date**.

¹ Completed and relevant university education can count as maximum 50% of the required years of work experience.

The Personal History Form and its supplementary sheet is attached.

No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates may be required to sit for a written test and/or oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

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