

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)  
INTERNAL VACANCY ANNOUNCEMENT  
Vacancy Notice No. 014/2020**

<b>Title of Post</b>	<b>IT Associate</b>	<b>Category/grade</b>	<b>General Service, G6</b>
<b>Post Number</b>	<b>10018196</b>	<b>Type of contract</b>	<b>Fixed-term appointment</b>
<b>Location</b>	<b>Adjumani, Uganda</b>	<b>Date of Issue</b>	<b>15 September 2020</b>
<b>Effective date of assignment</b>	<b>1 December 2020</b>	<b>Closing Date</b>	<b>21 September 2020</b>

**Operational Context:**

Under the overall supervision of a (Senior) IT Officer, the IT Associate provides reliable and timely IT services on the application and infrastructure of UNHCR standard IT services in the Area of Responsibility (AoR). S/he normally receives technical guidance from a (Senior) IT Officer for the Telecom/IT infrastructure in the region in which the field or emergency operation exists. In offices where there is no IT Officer, direct supervision may be exercised by the (Snr) Admin Officer as applicable in the duty station.

**Duties:**

- Assist in on-site needs assessment and installation and maintenance of UNHCR Telecommunications and IT equipment.
- In consultation with the supervisor, establish the IT requirements in field operations, considering the overall IT and Telecom strategy of the region, the operational needs and the security constraints.
- Install and configure the most appropriate type of UNHCR IT and Telecommunications systems (HF, VHF, UHF, Microwave Links, Telephony, and satellite systems) to meet the field and emergency operations immediate IT needs.
- Ensure that the equipment under his/her responsibility is in good working condition, by inspecting regularly the hardware and installations. If required, arrange promptly repairs or replacement as necessary according to established procedures.
- Maintain records of the installations and repairs/replacements done and keep the supervisor fully informed on the status of the equipment.
- Provide each office, where equipment is installed, with full information for their asset management records.
- If applicable, keep a proper inventory level of all sites spares and return spare parts for repair/replacement.
- Monitor and maintain the LAN, Network Servers, Printers, LAN points, Hubs, Patch pane, etc. to prevent faults occurring.
- Add or remove users from the Network.
- Assist in the maintenance of accurate records of users and usage of the Network.
- Carry out minor hardware maintenance.
- Provide Technical Briefing/Training on the equipment to local IT resources and users, including IPs, ensuring that they are able to maintain/use the equipment.

- Assist in the development and configuration of IT and Telecom Equipment/Kits used in field operations and emergencies.
- Decide on appropriate resolution to incidents / problems.
- Escalate issues to supervisor if incident / problem cannot be resolved with scope of responsibility.
- Perform other related duties as required.

### **Essential Minimum Qualifications and Experience:**

- Completion of High school diploma is required.
- Minimum 3 years relevant work experience is required.
- Experience relevant to the function or particularly on HF/VHF radio or IT systems, PAMA satellite systems, PABX, Cisco routers and satellite modems is required.
- Knowledge of English is required.

### **Desirable Qualifications & Competencies:**

- Certificate in Information Technology or related field is desirable.
- Hands-on experience with wireless and VoIP systems, electricity, generators, lightning protection an asset and previous experience in Emergencies is desirable.

### **Required Competencies:**

#### **Core Competencies**

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

#### **Cross-Functional Competencies**

- Analytical Thinking
- Innovation and Creativity
- Technological Awareness

### **Eligibility:**

**Group I candidates:** Interested staff members should consult the Recruitment and Assignment of Locally Recruited staff (RALS).

Group I comprise current GS staff members holding an indefinite or fixed-term appointment who, at the date of the deadline for application, are serving in the country of the vacancy at the grade of the position or one grade below or above.

**Group II candidates:** comprises candidates that have previously been vetted and notified after applying to the Group II general profile pool at the date of publishing this vacancy notice.

If you have questions regarding your eligibility, you may also contact the HR Unit.

### 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**.

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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