

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)  
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT  
Vacancy Notice No. 001/Temp/2021**

<b>Title of Post</b>	<b>Senior IT Assistant</b>	<b>Category/grade</b>	<b>General Service, G5</b>
<b>Post Number</b>	<b>T/001/01/21</b>	<b>Type of contract</b>	<b>Temporary appointment</b>
<b>Location</b>	<b>Kampala, Uganda</b>	<b>Date of Issue</b>	<b>15 February 2021</b>
<b>Effective date of assignment</b>	<b>1 May 2021</b>	<b>Closing Date</b>	<b>21 February 2021</b>

**Operational Context:**

The Senior IT Assistant will work under the direct supervision of an IT SDM Officer/IT Country Lead for Uganda Operation. 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. S/he 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 area of responsibility (AOR) to exchange information and to provide assistance.

**Duties:**

- Provide the daily Helpdesk, Troubleshooting, and technical support for all staff in Kampala 4 offices/sites.
- Follow up with MSPs (Managed Service Providers), about staff specific IT issues, and provide assistance and feedback to the service provider about the current status of each incident.
- Assist in the management of Corporate SIM Cards (Issuance, Activation, De-Activation, Cancellation, replacement), and maintain proper Logbook for all requested SIMs.
- Assist in updates and preparations of monthly Staff Directory.
- Assist in the ICT Unit assets inventory, and the issuance/return of ICT Assets issued/returned from staff/custodians.
- Participate in any simple tasks and projects as determined by the IT SDM Officer.
- Be responsible for transferring items from & to Kampala main office, as well as handling any items required to be shipped or received from other HCR offices.
- Assist in configuration & installation of radios, and VTS systems.

**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.<sup>1</sup>

## 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 sign up or login to access details of the advertised position by **the closing date**.

The Personal History Form and its supplementary sheet are 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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<sup>1</sup> Completed and relevant university education can count as maximum 50% of the required years of work experience.

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