

Posting Title : INFORMATION SYSTEMS ASSISTANT, G5
Job Code Title : INFORMATION SYSTEMS ASSISTANT
Department/ Office : United Nations Organization Stabilization Mission in the Democratic Republic of Congo
Location : GOMA;BUNIA
Posting Period : 13 June 2024-12 July 2024
Job Opening number : 24-Information Management Systems-MONUSCO-236884-R--MULTIPLE D/S (M)
Staffing Exercise : N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

This position is located within the Field Technology Section (FTS) in the United Nations Organization Stabilization Mission in the Democratic Republic of Congo (MONUSCO) with duty stations Goma and Bunia. The Information Systems Assistants will report to the ICT Operations Officer at the location.

Responsibilities

Within delegated authority, the Information Systems Assistant will be responsible for the following duties:

- Applications Support: Under direction of the supervisor, works as part of a team in the planning, specification, design, development, implementation and support of computer application systems and programs using UN established standards for IS technologies, programming languages and tools.
- Assists with the monitoring and expedition of computer application systems development projects; provides input for the development of standard terms of reference; serves as part of the team related to various project implementations in the mission.
- Maintains functional specifications for computer application systems, programs and procedures; assists in ongoing reviews with users and developers; liaises with users to define and specify requirements; assists with version management, data recovery and deployment to users' offices.
- Implements and maintains security controls for various applications; ensures that security controls in place are monitored and enforced; assists with the maintenance of accurate access control lists including rights and privileges.
- Provides input for the preparation of various technical and user documentation for deployed computer application systems, training materials and may conduct technical presentations; assists with the drafting of correspondence and communications, including work plan revisions, as well as unit contributions for a variety of periodic reports.
- Keeps abreast of

developments in the field; implements benchmarking procedures and provides input for final decisions on new acquisitions.

Server/Data Centre Administration:

- Provides the full range of technical assistance in the area of server operations and administration.
- Installs, configures, tests and deploys server systems hardware and software, to include Local Area Network infrastructure, Operating Systems (Unix, Linux, Mac OS), Electronic mail, Lotus Notes, Citrix, Database systems, Web Development software, Firewall systems, Network Services Server systems (DNS, DHCP, NFS, CIFS/SMB, mail relay, and various security software).
- Provides the administration, operation, technical support, and monitoring of server systems; undertakes complex trouble shooting of server systems.
- Works with other Units within the Service to maintain optimal 24/7 operations for the server systems operations.
- Provides input to identify the need for new systems or re-engineering of the existing systems.
- Participates in the security incident response activities; assists in the implementation, operation and maintenance of security controls; performs regular vulnerability assessments of production systems to identify weaknesses as well as to determine the need for updating systems with fixes and patches.
- Assists with the drafting of documentation and reports.

Network Administration:

- Assists with the implementation of network projects in accordance with Mission requirements and applicable UN policies and standards.
- Assists with the review of network configuration to ensure maximum efficiency and optimal usage of resources.
- Supports the management of network backup and security enforcement policies.
- Assists other personnel and/or contractors assigned to the Network Administration Unit.
- Works as part of the team to ensure the integrity of the various internetwork connections within the missions Intra and Extranets.
- Assists with the implementation of new and emerging technologies for voice, video, and data integration.
- Operates and maintains the various implemented Data Security projects with emphasis in network security, monitoring, resourcing, and other UN standard technologies.
- Ensures the proper administration of access control lists including rights and privileges; participates in the security incident response activities.
- Participates in planning, implementing, operating and maintaining security controls; performs regular vulnerability assessments of production systems to identify weaknesses to bring to the attention of supervisors.
- Participates in all network implementations.
- Assists with the drafting of documentation and reports.
- Performs other related duties as required.

IT Service Support:

- Works as part of a team of service coordination staff.
- Assists with the receipt and logging of service requests in the automated request management system.
- Assists with tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
- Assists with the provision of basic training to end-users on the use of standard systems and applications.
- Provides input into the eventual drafts for end-user and/or technical documentation.
- Logs all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, escalation status, and other related metrics.
- Escalates problems/tasks to the appropriate parties in accordance with established procedure; monitors problems to resolution; detects problem patterns and consult with the supervisor to recommend solutions.
- Assists with quality assurance procedures to ensure

client satisfaction. • Keeps abreast of developments in information systems and technology in order to make recommendations to supervisors. • Serves as a team member for various special projects within FTS. Performs other related duties as required.

Competencies

Professionalism Shows pride in work and in achievements; demonstrates 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. **Teamwork** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise and is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Communications 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.

Education

High school diploma or equivalent is required.

Job Specific Qualifications

Work Experience

A minimum of five years of progressively responsible experience in information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work is required.

Languages

English and French are the working languages of the United Nations Secretariat. For the position(s) advertised, fluency in both English and French is required.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

This job opening is to identify the most qualified candidate for the United Nations Organization Stabilization Mission in the Democratic Republic of Congo (MONUSCO). Candidates endorsed by the FCRB but not selected will be placed on the INFORMATION SYSTEMS ASSISTANT - G5 roster. The entire assessment process takes an average of six months; all applicants will be notified in writing of the outcome of their application (whether successful or unsuccessful) within 14 days of the conclusion of the process. Successful candidates will be placed on the roster and subsequently will be invited to apply for field mission vacancies open only to roster members. Roster membership does not guarantee selection. Appointment or assignment against this position is for an initial period of one year. The appointment or assignment and renewal thereof are subject to the availability of the post or funds, budgetary approval or extension of the mandate. The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position. Staff members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment. Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any

capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment. Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process. By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions. Applicants are urged to carefully follow all instructions available in the online recruitment platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile of the inspira account-holder homepage. The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application. Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.