

La Oficina en Costa Rica del Alto Comisionado de las Naciones Unidas para los Refugiados (ACNUR), informa y les invita a participar en el **concurso para el puesto de “Asociado de ICT”**

Los detalles generales de la vacante se describen a continuación:

Nombre del puesto	Asociado de ICT
Referencia del puesto	10000042- Asistencia de duración limitada.
Nivel del puesto	G6
Sede de trabajo	San José, Costa Rica
Duración de contrato	Del 01 de abril hasta 31 de Diciembre 2019
Fecha límite para aplicar	27 de Febrero del 2019
Hora límite para aplicar	12 md (hora de Costa Rica)
Requerimientos	<ul style="list-style-type: none"> Las personas interesadas deben ser costarricenses, nacionalizadas costarricense, o extranjera con residencia permanente en Costa Rica con permiso laboral.
Medio/forma de aplicar	<p>Favor enviar sus aplicaciones a la siguiente dirección:</p> <ul style="list-style-type: none"> correo electrónico: cossa@unhcr.org <p>Indicar en el asunto: Puesto + apellido + nombre</p>
Modalidad de selección	Solo los candidatos en lista corta serán contactados para una entrevista y una prueba técnica escrita.
Documentos adjuntos	<ul style="list-style-type: none"> Descripción de funciones Formulario PHF



UNHCR JOB DESCRIPTION

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification⁽¹⁾: April 2014

(STANDARD)

PART 2A – IDENTIFICATION OF POSITION

Position No: 10000042

Position Title: **ICT Associate**

Position Grade: **G6**

Position Location: San José

Functional Group⁽¹⁾: 5.5.b

Supervisor Position No., Title & Grade:

CCOG Code⁽¹⁾: 2.1.05

Job Code⁽¹⁾: 001476

(1) To be completed by PCU

PART 2B – POSITION REQUIREMENTS

2.1 ORGANIZATIONAL CONTEXT. Define the role of the position within the team, describing its leadership role, if any, its external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.

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

2.2 FUNCTIONAL STATEMENT. Describe the accountabilities, responsibilities and authorities associated with the position.

Accountability (key results that will be achieved)

- UNHCR Country offices in the AoR have modern and cost-effective ICT systems.
- UNHCR ICT equipment and data are protected.

Responsibility (process and functions undertaken to achieve results)

- Assist in on-site needs assessment and installation and maintenance of UNHCR Telecommunications and IT equipment.
- In consultation with the Senior Regional ICT officer, establish the ICT requirements in field operations, taking into account 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 ICT 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 Regional ICT officer 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 ICT 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.
- Perform other related duties as required.

Authority (decisions made in executing responsibilities and to achieve results)

- Decide on appropriate resolution to incidents / problems.
- Escalate issues to supervisor if incident / problem cannot be resolved with scope of responsibility.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.

<u>Code</u>	<u>Managerial Competencies</u>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust
2. <input type="checkbox"/> M002	Managing Performance
3. <input type="checkbox"/> M003	Judgement and Decision Making
4. <input type="checkbox"/> M004	Strategic Planning and Vision
5. <input type="checkbox"/> M005	Leadership
6. <input type="checkbox"/> M006	Managing Resources

<u>Code</u>	<u>Cross-Functional Competencies</u>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking
2. <input checked="" type="checkbox"/> X002	Innovation and Creativity
3. <input checked="" type="checkbox"/> X003	Technological Awareness
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution
5. <input type="checkbox"/> X005	Planning and Organizing
6. <input type="checkbox"/> X006	Policy Development and Research
7. <input type="checkbox"/> X007	Political Awareness
8. <input type="checkbox"/> X008	Stakeholder Management
9. <input type="checkbox"/> X009	Change Capability and Adaptability

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

- Completion of Secondary School or equivalent technical school with formal training and certification on relevant ICT related fields.
- Minimum 6 years of job experience relevant to the function or particularly on HF/VHF radio or IT systems, PAMA satellite systems, PABX, Cisco routers and satellite modems.
- Knowledge of computer application packages such as MS Office.
- Fluency in English and working knowledge of another relevant UN language and/or local language.

(In offices when the working language is not English, fluency in working language of duty station and working knowledge of English.)

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.

- Knowledge of other UN languages.
- Hands-on experience with wireless and VoIP systems, electricity, generators, lightning protection an asset.
- Previous experience in Emergencies is an advantage.
- Training experience.