



United Nations High Commissioner for Refugees (UNHCR)

Internal / External Vacancy Announcement

Vacancy Notice No. 19/LIM/030

Title of Post	ICT Associate	Category/Grade	G6
Post Number	10031111	Reporting Date	Immediately
Type of Contract	Fix Term Appointment (Initial contract – 1 year)	Date of Issue	10 June 2019
Location	Lima, Peru	Closing Date	23 June 2019

Organizational Context (role of the position within the team, describing its leadership roles, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercise 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.

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.

Candidates may also be tested on **relevant** managerial and cross-functional competencies. Examples are listed below:

Managerial Competencies:

- Empowering and Building Trust

Cross-Functional Competencies:

- Analytical Thinking
- Innovation and Creativity
- Technological Awareness

Essential Minimum Qualifications and Experience

- 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.
- Good knowledge of English and local language.

Desirable Qualifications & Competencies

- 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.

Submission of Applications

This vacancy is open for qualified Peruvians only. Female candidates are encouraged to apply

IMPORTANT

Candidates who wish to be considered for this position should send their application, in Spanish or English language, including a letter of interest, complete Curriculum Vitae and an updated United Nations Personal History Form (P.11 – download by clicking on the following link:

<http://www.unhcr.org/recruit/p11new.doc>). All documents must be in PDF format. File name should include the candidate's last name.

Written test may be administered.

All candidates should submit their application via e-mail to admin.peru@unhcr.org.

Please quote the following Reference in the subject line and in your motivation letter: **ICT Associate_Lima_10031111**

Applications received after the closing date will not be considered.

- Only those candidates that are short-listed for interviews and tests will be contacted.
- Please no phone calls. All queries should be done by e-mail.

