



United Nations High Commissioner Refugees (UNHCR)

INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT

Vacancy Notice No.: 2015/HCR/SSDYA/044

Please circulate widely in other agencies
and government offices at your duty stations.

Title of Post	ICT Assistant	Grade	G4
Post Number	10020797	Date of Issue	03/09/2015
Location	Yambio, South Sudan	Closing Date	16/09/2015

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.

The incumbent works under the direct supervision of a Senior Officer and the technical supervision of an ICT Officer at Sub Branch, Regional level. S/he has working relationships with UNHCR staff members in the office and other offices within the country as well as with staff of UN agencies and other UNHCR partners to exchange information and to provide assistance.

Accountability (*key results that will be achieved*)

- The network (LAN) is properly maintained.
- ICT incidents are resolved in a timely and efficient manner.

Duties and Responsibilities

- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, and Switches, Patch panels, Access points, to prevent faults occurring.
- Ensure that ICT problem recovery is done as quickly as possible and make regular system back-ups.
- Assist with the installation of the software packages, basic repair/maintenance of computer hardware and telecom equipment.
- Train UNHCR staff on email system, utilization of VHF handhelds, telephone system. Radio communication training to new IP staff and package police in the field.
- Distribute incoming cables, messages and other communication in accordance with established instructions.
- Add and remove users from the Networks.
- Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.
- Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
- May attend telephone calls and keep records of such calls.
- Carry out administrative duties, within the area of competence as assigned.
- Perform other duties as required.

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

- Decide on appropriate resolution to incidents.
- Escalate incidents where they cannot be resolved at the office level.

ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED.

- Completion of the Secondary Education with post-secondary training/ certificate in Telecommunication and Information Technology.
- Minimum 3 years of previous relevant experience in the ICT field.
- Fluency in English and working knowledge of another relevant UN language or local language.

DESIRABLE QUALIFICATIONS & COMPETENCIES.

- 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 South Sudanese **ONLY**. **Female candidates are encouraged to apply.**

IMPORTANT

Please send your application addressed to Human Resources Officer, UNHCR Representation Office, Juba or via email to ssudjurhr@unhcr.org, **not later than 16 September 2015.**

Applicant should clearly indicate the Title of the Position and vacancy notice number. Please remember to submit photocopies/scanned copies of all supporting documents. Documents submitted shall not be returned to the applicants. Due to the volume of applications only short listed candidates will be notified. We may conduct a test and/or interview for the position. Late application will not be considered.

Refugees – who cares? WE DO!

