



## **Internal / External Job Opening**

**Date: 02 September 2016**

**Job Opening No.** : **JO/2016/033**  
**Section** : **RICTS**  
**Functional Title** : **Information Systems Assistant**  
**Post level** : **GS-4 (Two Posts)**  
**Duty Station** : **Naqoura**  
**Deadline for receiving applications:** **01 October 2016**

### **Duties and Responsibilities:**

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

- Receives and logs ICT incident calls or service requests in the automated Customer Relationship Management (CRM) Service Desk system.
- Creates and assigns work orders in accordance with established procedures.
- Liaises with other ICT colleagues, escalating problems to appropriate parties, in order to facilitate timely completion of service requests.
- Diagnoses and resolves as many incident calls or service requests on initial contact. Detects problem patterns and recommends solutions.
- Performs tasks related to scheduled IT maintenance, including equipment replacement, software installation and configuration, LAN connection, site surveys, etc.
- Visits user's premises to troubleshoot and resolve hardware, software, or LAN connectivity problems with minimum delay and disruption to ICT services.
- Provides advice and basic training to clients on ICT standard computer systems.
- Performs other related ICT duties in Naqoura HQ or in other UNIFIL locations as required.

### **Qualifications and Requirements:**

- High school diploma or equivalent is required.
- Minimum of three (3) years of relevant experience in the field of Information Technology, preferably in user support for computer systems hardware, software and LAN connectivity is required.
- Fluency in oral and written English is required. Working Knowledge of French is desirable.
- Certification and/or working knowledge of the ITIL framework is desirable.
- Ability to occasionally work on shift assignments to maintain ICT service coverage in Naqoura HQ after regular working hours and/or during weekends and holidays.
- Candidates must have passed the United Nations Administrative Support Assessment Test (ASAT) or an equivalent / appropriate locally-administered test at Offices Away from Headquarters.

## **Core Competencies:**

**Professionalism:** Knowledge of general office and administrative support including administrative policies, processes and procedures. 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.

**Client Orientation:** Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client

**Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; 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.

## **Instructions for Submission of Applications and Relevant Documents (choose only one):**

Submit a **fully completed** and signed application form (P.11) in English.

Although in the P.11 form, it is indicated that you should not send or attach any documentary evidence at this stage, please do attach copies of High School degree and work certificates.

The P.11 and supporting documents should be sent to the Chief of Human Resources Management Section, UNIFIL, Naqoura:

- 1.) Via e-mail to [unifil-recruitment@un.org](mailto:unifil-recruitment@un.org) or;
- 2.) Apply online through our WEBSITE: [unifil.unmissions.org](http://unifil.unmissions.org)

**Internal candidates should submit copies of their latest two e-performance documents.**

## **Important notes:**

- 1.) **Applications that do not include copies of high school certificate / work certificates will be considered incomplete and will not be taken into consideration.**
- 2.) Please ensure that the Job Opening Number is clearly indicated in your application;
- 3.) Due to the large volume of applications, we regret not being able to reply to everyone and will only contact the most suitable candidates for the test and/or an interview;
- 4.) Preference will be given to equally-qualified female candidates.