



JOB DESCRIPTION

Official Job Title:	ICT Associate	Duty Station: Amman - Jordan
Grade (Classified)	GS-6	
Post Number:	Generic	
Post Type:	Fixed-Term <input type="checkbox"/>	Rotational <input checked="" type="checkbox"/> Non-Rotational
Classification Authority:	DHR Director	Date: May 2015

1. Organizational Location

The ICT Associate is located in UNFPA Jordan Country Office (CO) and reports to the Representative and Operations Manager.

2. Job Purpose

The ICT Associate is responsible for assisting with: implementing ICT policies and standards established by the HQ; providing ICT and administrative support services to the UNFPA Country Office; and providing daily technical support to users of information management tools and technology infrastructure.

3. Major Activities/Expected Results

1. Support the implementation of ICT management systems and strategies, focusing on achievement of the following results:

- Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment;
- Provide support to the use of Atlas (UNFPA's implementation of Enterprise Resource Planning) functionality for improved business results and improved client services.

2. ensuring effective functioning of the CO hardware and software packages, focusing on the achievement of the following results:

- Performs specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs;
- Assists in the installation of commercial and in-house developed software and related upgrades;
- Assists in upgrading patch and anti-virus programmes on a timely basis;
- Monitors the file server traffic, usage and performance on a frequent and regular basis;
- Supports users in backing up and restoring their files, as well as in virus detection, removal and prevention;

3. Assists in ensuring ICT security in the office:

- Ensures that desktop, laptop and server passwords and related policies are in line with established corporate standards;
- Normal users do not have administrative rights to their PCs and portable computers;
- Unauthorized software is not loaded onto computers.

4. support networks administration, focusing on the following:

- Trouble-shooting and monitoring of network problems;
- Responds to user needs and questions regarding network access;
- Backup and restoration procedures for local drives;
- Maintain backup logs;
- Assist in maintaining off-site storage of backups.

5. Provide administrative support, focusing on the following:

- Maintains an up-to-date inventory of software and hardware;
- Maintains Country Office databases e.g. e-filing, electronic library directory, consultancy database, and database for common vendors; orient and coach staff on these databases/systems;
- Maintains a library of ICT related reference materials;
- Maintains the inventory and stock of supplies and spare parts;
- Extracts data from various sources;
- Prepares statistical charts, tables and reports as required;
- Provides ICT support to key events.

4. Work Relations

Contacts include the Representative, Operations Manager, and staff at all levels within the CO to enable service provision in addition to Media and Communications Branch at HQ.

5. Job Requirements

Education:

Completed Secondary Level Education required. University Degree in Computer Science desirable.

Knowledge and Experience:

- Relevant certifications in hardware and software management and application required, including Microsoft Certified Professional (MCP);
- 6 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications;
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported;

- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems;
- Some experience in client support, such as, a Help Desk or User Support Unit;

Values:

- Exemplifying integrity
- Demonstrating commitment to UNFPA and the UN system
- Embracing cultural diversity
- Embracing change

Core Competencies:

- Achieving results
- Being accountable
- Developing and applying professional expertise/ business acumen
- Thinking analytically and strategically
- Working in teams/managing ourselves and our relationships
- Communicating for impact

Functional Skill Set:

- Managing the organization's resources
- Developing ICT standards and applications
- Managing data, information and work flow

Languages:

Fluency in Oral and Written English and Arabic

UNFPA provides a work environment that reflects the values of gender quality, teamwork, respect for diversity, integrity and a healthy balance of work and life. We are committed to maintaining our balanced gender distribution and therefore encourage women to apply.

How to Apply:

Interested Applicants of Jordanian nationality are advised to complete their Personal History Form (P11), which can be downloaded from <http://jordan.unfpa.org> website (only P11 Form will be considered). Kindly forward your completed P11 along with a copy of your academic qualifications certificate to the email address vacancy@unfpa-jordan.org indicating the Vacancy Number and the Job Title in the e-mail's subject, before the deadline of **18 May 2017**.

Candidates who are seriously being considered will be contacted for an interview.