



JOB DESCRIPTION

I. Position Information	
Organizational Name & Location:	UNFPA Jordan CO Amman - Jordan
Functional Title:	Admin/ICT Officer
Grade:	SC9
Duty station:	Amman -Jordan
Supervisor:	Operations Manager
Duration:	One year
Closing Date:	27 July 2021

II. Background and Organizational Context
<p>Under the guidance of the Head of UNFPA Office in Jordan and direct supervision of the Operations Manager, and in close coordination with the operations team and Humanitarian Coordinator, the Admin/ICT Officer will provide administrative and IT support services for UNFPA Jordan Office (Regular and Emergency Programmes), UNFPA ASRO Syria and UNFPA Yemen hubs based in Amman.</p>

III. Key Results and Impact
<p>The ICT Analyst is responsible for:</p> <ul style="list-style-type: none">• Overseeing implementation of ICT policies and standards• Provision of ICT technical support services to Jordan Country Office (CO).• Support the effective management of UNFPA programme activities through:<ul style="list-style-type: none">✓ ensuring the smooth running of ICT services✓ managing data✓ information and workflow✓ Provision of daily technical support to users of information management tools and technology infrastructure.

IV. Duties and Responsibilities
<ul style="list-style-type: none">• Overseeing implementation of ICT management systems and strategies; complying with corporate information technology standards for the CO, including mapping of processes, alignment with standard operating procedures and managing contract negotiations and vendor management;• Ensuring effective functioning of CO hardware and software packages, including application management, maintaining an inventory; monitoring of file server traffic and performance; provision of support to users in backing up and restoring files, and virus prevention;

- Ensuring ICT security through control of administrative rights to prevent the loading of unauthorized software; ensuring that desktop, laptop and server passwords and related policies are in line with established corporate standards;
- Overseeing support networks administration using best practice, including the establishment of offsite backup, back up logs and restoration procedures; troubleshooting network problems and responding to user needs regarding network access;
- Supervising provision of administrative support by ensuring the establishment and maintenance of CO databases and providing orientation and coaching to staff;
- Ensuring facilitation of knowledge management in the CO (structured IDOCs); research and retrieval of data from internal and external sources; preparation of statistical reports as required;
- Participating in interagency working groups to ensure UNFPA's issues and concerns are represented, and to leverage best practice.
- Provide administrative, logistics and procurement support, focusing on the following:
 1. Maintain an up-to-date inventory on Atlas;
 2. Provide Admin and ICT support to key events.
 3. Act as travel focal point.
 4. Act as assets focal point
 5. Prepare draft correspondences to governmental entities and follow up on operations' related issues with official Government Departments/Ministries/Embassies.
 6. Act as security warden.
 7. Provide logistic, administrative assistance with regards to the planning and implementation of programme/office events, meetings and workshops and performs other tasks as required.
 8. Prepare, maintain, and source purchasing orders, and ensure their monthly completion/closures.
 9. Facilitate procurement processes for ICT related equipment/ordering supplies and maintaining records of management systems.
 10. Participate in evaluation committees when requested.

V. Skills and Competencies

Values:

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

Functional Competencies:

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

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

VI. Recruitment Qualifications

Education:	Bachelor Degree. University Degree in Computer Science desirable.
Experience:	Experience: <ul style="list-style-type: none">- Over five 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 establish 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;
Language Requirements:	Fluency in Oral and Written English and Arabic.

UNFPA Work Environment:

UNFPA provides a work environment that reflects the values of gender equality, teamwork, respect for diversity, integrity and a healthy balance of work and life. We are committed to maintaining balanced gender distribution and therefore encourage women to apply. UNFPA promotes equal opportunities for all including persons with disabilities.

How to Apply:

Interested national applicants are advised to send their Personal History Form (P.11) **only P11 Form will be considered**, copy of academic credentials together with a cover letter to the email address: jco-vacancy@unfpa.org indicating the post title in the e-mail's subject, before the deadline of **27 July 2021**. Candidates who are seriously being considered will be contacted for an interview.