



## TRUCE SUPERVISION ORGANIZATION

## JOB OPENING – INTERNAL / EXTERNAL

VACANCY NUMBER:	19/019
DEADLINE FOR APPLICATION:	10 November 2019
DATE OF ISSUANCE:	11 October 2019
POST TITLE:	Information Technology Assistant
POST LEVEL:	G-5
POST NUMBERS:	30912059
SECTION:	Field Technology Services Section
DUTY STATION:	OGG-Damascus

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United Nations Core Values: Integrity, Professionalism, Respect for Diversity

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**QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY****Responsibilities**

Under the overall direction of the Chief Field Technology Services Section, and the direct supervision of the Administrative Officer - Damascus, the incumbent will be responsible but not limited to the following duties:

- Install, setup, support and troubleshoot UNTSO owned workstations (personal computers, laptops and tablets), printers, multifunctional devices and UPS devices in OGG Offices in Camp Faouar and Damascus as well as UNTSO operated patrol bases on the Golan.
- Troubleshoot network devices including switches, routers, access points and other network devices and appliances including IP telephony equipment, ensuring a reliable and efficient network infrastructure.
- Act as the first line of support for troubleshooting installed software; Microsoft Office 365 applications (including Outlook, Word, PowerPoint, Teams, OneNote, OneDrive etc.) and corporate applications and suites installed centrally (UMOJA, FSS, iNeed) for all users in OGG including the Patrol bases.
- Acts as a focal point for OGG for all IT issues and coordinates activities between UNTSO and UNDOF regarding IT projects and initiatives.
- Maintains accurate and up-to-date inventory of all IT equipment plus expandable items issued to OGG. Coordinate and execute inventory checks initiated by UNTSO HQ in cooperation with CITU and PMU.
- Plans and conducts visits to Patrol bases and UNTSO office in Camp Faouar. Conducts ad-hoc visits to the outstations as required/requested by CFTS.
- Apply all security related procedures, patches and measures according to UN standards and policies, while working with workstations and laptops.
- Prepares and provides periodical reports and infrastructure usage and performance including ad-hoc reports and statistics as required. Actively participates in DRBC exercises and planning.
- Regularly advises CFTS on requirements and initiatives required for the smooth operation of OGGD for all IT related issues.
- Ensuring that information is shared among team members and other Units within FTS for better and coordinated execution of actions and tasks. Prepares user guides and documents setup procedures.

Any other duties as requested by Chief Field Technology Services, Chief Information Technology Officer or direct supervisor.

**Competencies**

**Professionalism** – Thorough knowledge related to setup, maintenance and fine tuning of MS OS based personal computers, laptops, printers and other IT peripheral devices; basic knowledge of principles and operation of computer networks including LAN/WAN and messaging systems. Ability to apply knowledge and technical skills to install and maintain relevant equipment. Provide efficient and courteous client support. **Technological Awareness** – Keeps abreast of available technology; understands applicability and limitation of technology; actively seeks to apply technology to appropriate tasks. **Communication** – Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed. **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. **Planning & Organizing** – Develops clear goals that are consistent with agreed strategies. Identifies priority activities of assignments. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Uses time efficiently.

## Education

High School certificate plus Diploma in Computer Engineering or Telecommunications or equivalent. Microsoft and Cisco certification is an asset.

## Work Experience

At least five (05) years of experience in the IT field with a minimum of three (03) year of experience with the installation and maintenance of computers, working knowledge and experience in supporting Microsoft Office 365 suite on Windows 10 OS. Working knowledge and minimum of two (02) years of experience in maintaining and troubleshooting small to medium size IP networks and networked devices (switches, hubs, printers, IP telephony etc.). Experience in working at the service unit is an asset.

## Languages

Fluency in spoken and written English is required. Fluency in the local languages (Arabic) is essential

## Other Skills

Valid national driving license is required (**attach a copy of your license**); ITIL training is an asset; ability to do technical reporting is desirable.

## Assessment Method

Short-listed applicants may be evaluated through a competency-based interview and/or other assessment methods.

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### **SPECIAL NOTE: QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY**

- **APPLICATIONS RECEIVED AFTER THE DEADLINE WILL NOT BE ACCEPTED**
  - **ONLY APPLICATIONS SUBMITTED ONLINE WILL BE CONSIDERED**
  - **ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FOR FURTHER ASSESSMENT**
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## **How to Apply to United Nations Truce Supervision Organization (UNTSO) vacancies:**

The UNTSO Jobs page, <https://untso.unmissions.org/untso-jobs>, will include all Job Openings.

1. To start the application process, applicants must download a [Personal History "P.11"](#) form. **Note: Any other form of application will not be accepted.**
  2. Once the download is finished, complete and save your Personal History Form (P.11) and then e-mail it to the following e-mail address: [untso-syria@un.org](mailto:untso-syria@un.org)
  3. In completing the P.11 form, please note that all fields must be completed accurately to the best of your knowledge.
  4. Submit a written cover-page application in addition to your completed and signed P.11 form.
  5. Indicate the JO number on the subject heading in your email application. Applications that do not comply to this standard will not be validated.
  6. Your application will be screened and evaluated against the requirements as specified in the particular vacancy and your name may be put forward for that specific announcement only.
  7. In view of the high volume of applications received, only those applicants who move forward in the process, will be contacted for further assessment. Those who are successful/not successful in the assessment will be notified.
  8. For **internal candidates**: Ensure that your application is scanned to [untso-syria@un.org](mailto:untso-syria@un.org) from your personal or UN email account and include the JO number on the subject heading with a return receipt request. Applications that do not comply to this standard will not be validated.
  9. For **internal candidates and UN staff from agencies**: Attach your latest two Performance Reports.
  10. For **external candidates**: Attach your latest two performance appraisal reports if applicable.
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## **United Nations Considerations**

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment. Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for

international human rights and humanitarian law. Candidates may be subject to screening against these standards, including but not limited to whether they have committed, or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

**THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.**

**At your interview**

The United Nations' greatest asset is the quality of its staff. To ensure that the very best people join the UN team we use a [competency based interview](#) process. Competency based interviews are also called "behavioural interviews" or "criterion-based interviews." Such interviews are based on the concept that past behaviour and experience is the best indicator of future performance. In other words, your history tells a story about you: your talents, skills, abilities, knowledge and actual experience in handling a variety of situations.

For more information on competency based interviews, click [here](#).

**Applications should be addressed to:** **Chief Human Resources Officer, UNTSO**  
**Email: [untso-syria@un.org](mailto:untso-syria@un.org)**

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