


UNITED NATIONS **NATIONS UNIES**
TRUCE SUPERVISION ORGANIZATION

JOB OPENING – INTERNAL / EXTERNAL

JOB OPENING NUMBER:	22/026
DEADLINE FOR APPLICATION:	18 October 2022
DATE OF ISSUANCE:	19 September 2022
POST TITLE:	Information Technology Assistant
POST LEVEL:	GS-5
POST NUMBERS:	30912059
SECTION:	Field Technology Services
STATION:	UNTSO – OGG – Damascus

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

QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY

UNTSO was the first peacekeeping operation established by the Security Council, in its resolution 50 (1949), and continues to represent the commitment of the Council to assist in the implementation of the 1949 Armistice Agreements and their attendant ceasefires. In its resolution 73 (1949), the Council requested the Secretary-General to arrange for the continued service of such UNTSO personnel as might be required in observing and maintaining the ceasefire, as requested by the Council in its resolution 54 (1948), and as might be necessary in assisting the parties to the Agreements in the supervision of the application and observance of the terms of those Agreements. UNTSO is mandated to observe and maintain the unconditional ceasefires and assist the parties to the 1949 Armistice Agreements in the supervision of the application and observance of the terms of those Agreements. Its mandate derives from Security Council resolutions and decisions, including foundational resolutions 50 (1948), 54 (1948), and 73 (1949). UNTSO's activities are spread over Egypt, Israel, Jordan, Lebanon and the Syrian Arab Republic to maintain the regional liaison architecture established under the Armistice Agreements.

Org setting and reporting

The position is available in the Field Technology at UNTSO's office in Camp Faouar, Syria. The Information Technology Assistant will report directly to the Information Technician Assistant (International Staff) and will indirectly report to the Administrative Officer and the Chief of Field Technology Section.

Responsibilities

Under the overall direction of the Chief Field Technology, and the direct supervision of the Information Technician Assistant-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 running Windows 10, working knowledge and experience in supporting Microsoft Office 365 suite. 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.

NOTE: “Fluency” equals a rating of “fluent” in all four areas (read, write, speak, understand) and “knowledge of” equals a rating of “confident” in two of the four areas.

Other Skills

Valid national driving license is required; ITIL v3 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.

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**

How to Apply to United Nations Truce Supervision Organization (UNTSO) vacancies:

The UNTSO Job page, <https://untsso.unmissions.org/untsso-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: untsso-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 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.

More information on competency-based interviews at <https://careers.un.org>

Applications should be addressed to:

Chief Human Resources Officer, UNTSO
Email: untso-syria@un.org