UNITED NATIONS 　　 NATIONS UNIES
TRUCE SUPERVISION ORGANIZATION

RE-ADVERTISED JOB OPENING – INTERNAL / EXTERNAL

JOB OPENING NUMBER:	**22/015**
DEADLINE FOR APPLICATION:	**15 September 2022**
DATE OF ISSUANCE:	**02 September 2022**
POST TITLE:	**Information Technology Assistant**
POST LEVEL:	**GS-5**
POST NUMBERS:	**30907854**
SECTION:	**Field Technology Services Section**
STATION:	**UNTSO – Observer Group Lebanon**

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

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QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY

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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 Section at UNTSO's office in Observer Group Lebanon Office, Naqoura, Lebanon. The Information Technology Assistant will report directly to the Communication / Field Technology 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 Section, and the direct supervision of the Information Technician Assistant- Naqoura, 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 OGL and LOB Offices in Lebanon.
- 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 LOB, OGL including the Patrol bases.
- Acts as a focal point for OGL for all IT issues and coordinates activities between UNTSO and UNIFIL regarding IT projects and initiatives.
- Assist in the programming, installation and troubleshooting of UNTSO telecommunications network (VHF / HF radios, turbonet, satellite phones, etc) on UNTSO vehicles & locations
- Maintains accurate and up-to-date inventory of all IT equipment plus expandable items issued to OGL and LOB. 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 OGL and LOB. 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 OGL and LOB 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. **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. **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 certification and ITIL v3 training is required.

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.) and FTS assets management. Working knowledge and Experience with Microsoft Administrative Tools (SCCM, Active Directory, Azure, Print Management and etc.) and UN Enterprise Applications such as Umoja and iNeed is desirable. Experience in field of Radio Communication (HF, VHF) and 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; Cisco certification 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 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_staffing@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_staffing@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.

United Nations Considerations

At the United Nations, the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Candidates will be required to meet the requirements of Article 101, paragraph3, 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_staffing@un.org