


UNITED NATIONS **NATIONS UNIES**
TRUCE SUPERVISION ORGANIZATION

Temporary JOB OPENING – INTERNAL / EXTERNAL

JOB OPENING NUMBER:	21/007
DEADLINE FOR APPLICATION:	01 June 2021
DATE OF ISSUANCE:	26 May 2021
POST TITLE:	Information Technology Assistant
POST LEVEL:	GS-3
POST NUMBERS:	30912059
SECTION:	Field Technology Services Section
STATION:	UNTSO – OGG – Damascus

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

QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY

Special Notice

The temporary position is intended to fill the functions for a short-term duration of three (3) months with a possibility of extension subject to the availability of the position. Recruitment for this position is done on a local basis, whether or not the candidate is a resident of the duty station. Candidates should have no expectation of any fixed-term appointment possibility after the end of this temporary appointment. Subsequent to the initial temporary appointment, new and successive temporary appointments may be granted for service in the same office or in a different office any number of times, for any duration, provided that the length of service does not exceed the period of 364 calendar days.

Org setting and reporting

The position is available in the Field Technology Section 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 Section, and the direct supervision of the Information Technician Assistant- Damascus, the incumbent will be responsible but not limited to the following duties:

- Acts as primary focal point for receipt and processing of client ICT requests.
- Assist with the installation, 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.
- Assist with the installation of system software on computing devices in accordance with specifications.
- Assist with the maintenance of network devices including switches, routers, access points and other network devices and appliances including IP telephony equipment, ensuring a reliable and efficient network infrastructure.
- Maintains accurate and up-to-date inventory of all IT equipment plus expandable items issued to OGG.
- 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

A high school diploma or equivalent is required. Additional qualifications or training in the field of Telecommunications or Computer Engineering is required.

Work Experience

At least three (03) years of experience in the ICT/ Telecommunication field; with a minimum of two (02) years of experience working at the help desk or ICT support service.

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; 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 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
 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.
-

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, 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