

**United Nations Office for the Coordination of Humanitarian Affairs (OCHA)**

VACANCY ANNOUNCEMENT # 2011-020**ICT Associate (*National Position*)****Level (ICS-7)****Jerusalem/OCHA oPt**

Contract: Fixed Term Contract, ICS-7
Duty Station: Jerusalem
Duration: One year with possibility of extension
Starting Date: As soon as possible

The office in the occupied Palestinian territory has responsibility for inter-agency coordination in complex emergencies and in natural disasters. In the context of the deteriorating humanitarian situation in the occupied Palestinian territory, the OCHA Office has a specific responsibility for (a) disseminating information and policies to the humanitarian community, authorities and donors, as well as supporting resource mobilization efforts; (b) assisting in the identification of humanitarian priorities and needs and the coordination of resource mobilization efforts; and (c) disseminating information on the impact of natural disasters, response there to and the need for international assistance.

In order to meet the increased requirements for coordination support, humanitarian advocacy and information, the OCHA Office in the occupied Palestinian territory will improve the capacity of Information Management, Advocacy and information dissemination in the West Bank and the Gaza Strip, amongst humanitarian partners, local and international media, policy makers and governmental and non-governmental actors. The OCHA team will ensure adequate support to area-based operational coordination structures, sectoral coordination in priority areas such as health and food, security, etc., and national level coordination - both operational and policy.

The Information and Communications Technology Associate (ICTA) will be expected to work closely with the Information Management, Research and Analysis, Protection, Advocacy, and Field Coordination Units. The (ICTA) will have a lead role in Computer System and Network Administration of UN OCHA oPt, and providing hardware and software support for all OCHA-oPt offices. The ICTA is also expected to manage and maintain the Email system. The ICTA will also manage and provide support to the video conference and teleconference systems, devices and the switchboard.

The Information and Communications Technology Associate (ICTA) will work under the direct supervision of the Information Management Unit Manager. The ICTA will integrate a team of seven information management specialists working within the fields of GIS, database design, web design/development, and graphic design.

The incumbent will be responsible for the following duties:

- **Computer System and Network Administration**
- **Hardware and Software support for OCHA-oPt offices**
- **Email System Management** (Mobile Facilitation Blackberry Server management)

- **Other duties as necessary**

1. Computer System and Network Administration

- Manage the server room (data center) (Servers (2003/2008), SAN)
- Support Jerusalem office network of servers, computers, hardware and Internet infrastructure.
- Design and monitor the implementation of new systems
- Manage the network in the sub-offices (4 sub-offices).
- Update network and system to ensure that it is secure and using the most current technologies.
- Troubleshoot problems in personal computers and make sure they have most up-to-date software
- Allow access to shared drives remotely from the sub-offices or from home.
- Maintain the Security Firewall System
- Manage the Antivirus Software
- Maintain the Backup system
- Management of Satellite Data Communication equipment

2. Hardware and Software support for OCHA-oPt offices

- Prepare hardware specifications per the needs of a wide variety of users, as requested.
- Liaise with vendors for maintenance, delivery of hardware and software, and other services.
- Making sure hardware is functional for OCHA office and FCUs.
- Support software selection and troubleshooting software installation and conflicts.
- Update current EDP inventory with new purchases.
- Ensure that printers are fully functional
- Maintain a stock of toner cartridges to insure uninterrupted printing for all printers
- Procurement of needed toner cartridges
- Technical support and maintenance of the printers

3. Email System Management (Mobile Facilitation Blackberry Server management)

- Make sure the local Lotus Domino server functions properly with close cooperation with HQ ICT.
- Upgrade the server so that it matches the version used in the HQ
- Make sure Lotus notes clients are upgraded to the latest version on all computers in OCHA oPt
- Technical support on the lotus notes software used by the staff including troubleshooting problems
- User support on how to optimally use the software
- Management of Blackberry Enterprise Server including adding devices , monitoring system performance, troubleshooting problems
- Support and training on OCHA Document Management System (FiDMS)
- Provide Audio Teleconference, Video Conference management and Web Based Streaming over the Internet.

4. Other duties as necessary

- Management and support on video conference and teleconference systems and devices
- Management and support on the switchboard including upgrades
- Any other duties as may be requested by the OCHA Head of Office and IMU Manager

UN COMPETENCIES:

Professionalism – Advanced knowledge of the use of information management to improve the business processes; proven and demonstrable experience in analysis of information and capacity to articulate the information management requirements of complex situations requiring a coordinated response between disparate actors; demonstrated problem-solving skills and ability to use sound judgment to ensure the effective and timely completion of complex tasks; ability to work under extreme pressure, on occasion in a highly stressful environment (e.g. civil strife, natural disasters).

Communication – Excellent communication (spoken and written) skills including the ability to convey complex information management concepts and recommendations to staff at all levels, both orally and in writing, in a clear, concise style that can be readily understood by non-information management practitioners.

Teamwork – Works collaboratively with colleagues to achieve organisational goals; places team agenda before personal agenda; supports and acts in accordance with final group decision.

Planning and Organising – Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Accountability – Takes ownership of all responsibilities and honours commitments; operates in compliance with organisational regulations and rules; supports subordinates and peers, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Client Orientation – Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; designs solutions and basis recommendations on the principles of usability; establishes and maintains productive partnerships with clients by gaining their trust and respect; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients’ informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Judgment/Decision-making – Identifies the key issues in a complex situation, gathers relevant information before making a decision; considers positive and negative impacts of decisions prior to making them; proposes a course of action or makes a recommendation based on all available information; checks assumptions against facts; determines that the actions proposed will satisfy the expressed and underlying needs for the decision.

Commitment to Continuous Learning – Demonstrated history of keeping abreast of new developments in the field plus a commitment to continuous learning.

Technology Awareness – Keeps abreast of available technology; understands applicability and limitations of technology to the work of the Office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Education:

Secondary Education. Microsoft Certified Systems Engineer (MCSE) is a plus

Experience:

Minimum of 5-7 years of progressively responsible experience in Information Technology or Information Systems or related field

- Knowledge and experience in Windows 2003/2008 administration
- Knowledge and experience in data security including management of Firewall (Juniper) ;
- Knowledge and experience in Email System Administration of Domino Server and Lotus Notes ;
- Experience in Blackberry Server administration is desirable
- Experience in technical support on Windows XP/7
- Knowledge and Experience in Internet technologies and services (HTTP,FTP, SMTP)
- Knowledge and experience in IIS6/7 administration
- Knowledge and experience in data communication technologies including Satellite Data and Voice technologies (BGAN and Thuraya)
- Practical knowledge of standard software packages (MS Office , Access , Adobe);
- Working experience in a development or humanitarian environment is a plus
- Experience in technical writing and documentation;

Technical knowledge of OCHA ICT standard is desirable.

Language requirements:

Fluency in the UN and National language of the duty station.

How to apply:

For a full description of the post please visit the vacancies section on the OCHA – oPt website indicated below.

All applicants are requested to email the following documents to the OCHA oPt Office by using the following e-mail address: hr@ochaopt.org.

1. Cover letter, in English (max 300 words) explaining why you think you are qualified for this post and why you would like to work for OCHA.

2. Completed United Nations Personal History Form (UN-P-11) in English providing full details of education, present and past employment, language skills, computer skills, etc.

The UN P-11 form can be found on OCHA’s website: www.ochaopt.org

It would be appreciated your stating your full name and the OCHA vacancy notice number (2011-020) as the subject in your e-mail application.

Only qualified candidates should apply and only those who have been short listed will be contacted.

CLOSING DATE FOR APPLICATIONS: 04 February 2012

Applications received after this date will not be considered.

Women are encouraged to apply