

**United Nations High Commissioner for Refugees (UNHCR)**

**National Office, Athens/ Greece**

**Vacancy Announcement No. GRC/UNHCR/15\_02**

**External Circulation**

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| **Position Title:**  Information Technology Assistant | **Position Level:**  GL4 | **Date Issued:**  15/06/2014 |
| **Position No.:**  10000058- TA Generic | **Report To:**  Snr IT Assistant | **Closing Date:**  28/06/2015 |
| **Section:** | **Duty Station:**  Athens | **Contractual Status:**  Temporary/ Fixed Term  **Duration:**  **Three (3) months** |

**Availability of the Post** : **Immediately, eff. 01/07/2015**

**Duties and Responsibilities:**

1. Assist the office in using software applications that meet the needs of the users

2. Monitor and maintain the LAN, Network Servers, Printers, LAN points, Hubs, Patch pane, etc. to prevent faults occurring.

3. Ensure that information problem recovery is done as quickly as possible by making regular system back-ups.

4. Assist with the installation of software packages, basic repair/maintenance of all computer hardware in the office and where required implementing partner.

5. Assist UNHCR staff on using the email operation system.

6. Add or remove users from the Network.

7. Maintain the inventory of IT equipment.

8. Assist with maintenance of office’s contact lists management.

9. Perform other duties as required.

**Qualification Requirements:**

**Education and Skills:**

* Completion of Secondary Education or equivalent technical or commercial school with certificate/training in IT or other related field*.*
* Bachelor in Information Technology, Telecommunications or Computer Science will be considered an asset.
* Excellent knowledge of Windows 7/XP OS, Outlook, Windows Server.
* Knowledge of Cisco systems.
* Knowledge of ACT CMS will be an asset.
* -Knowledge of LG PBX setup and troubleshooting will be an asset.
* -Knolwedge of TYPO3 will be an asset.

**Job experience:**

* Minimum 3 years of job experience relevant to the function;

**Languages:**

* Excellent knowledge of local language, Greek, and working knowledge of English.
* Previous UN experience in a similar job band is an asset.

**Desirable qualifications and competencies**:

* Communication skills
* Computer skills

Please apply in writing **(P.11, CV and application/motivation letter)**, indicating vacancy announcement number, and position title:

**Vacancy No: GRC/UNHCR/15\_02, Information Technology Assistant + Applicant’s Name**

Applications must be submitted by e-mail to the address indicated below:

[greatvac@unhcr.org](mailto:xxxx@unhcr.org)

Applications received will not be acknowledged, only the short-listed candidates will be notified of the outcome of the competition, and will be invited for a written test and an interview.

Personal history (P.11 form) is attached or can be downloaded from:

[www.unhcr.org/recruit/p11new.doc](http://www.unhcr.org/recruit/p11new.doc)

**P.11 form is mandatory and should be SIGNED by the applicant.**

**Questions:** Any questions related to this vacancy must be addressed to the dedicated mailbox ([greatvac@unhcr.org](mailto:greatvac@unhcr.org)) using the attached form.

**UNHCR does not charge a fee at any stage of the recruitment process. UNHCR aims for workforce diversity at all levels and encourages qualified women and persons with disabilities to apply.**

**Acknowledgments will only be sent to short-listed candidates under serious consideration.**