



EXTERNAL VACANCY ANNOUNCEMENT NO: 19/HCR/KGL/VN/71

Title of Post: **ICT Associate**
Post Number: TA
Category and Level: G6
Duty Station: Nyamata, Rwanda
Duration of assignment: Initially up to December 2019
Entry on Duty: Immediate
Closing date of application: **22 October 2019**

ORGANIZATIONAL CONTEXT

Under the overall supervision of the Head of Office, the ICT Associate provides reliable and timely ICT services on the application and infrastructure of UNHCR standard ICT services in the Area of Responsibility (AoR). S/he receives technical guidance from Senior Regional ICT Officer or Regional ICT Officer responsible for the Telecom/IT infrastructure in the region in which the field or emergency operation exists. In offices where there is no (Regional) ICT Officer, direct supervision may be exercised by the (Snr) Admin Officer as applicable in the duty station.

FUNCTIONAL STATEMENT

Accountability

- UNHCR Country offices in the AoR have modern and cost-effective ICT systems.
- UNHCR ICT equipment and data are protected.

Responsibility

- Assist in on-site needs assessment and installation and maintenance of UNHCR Telecommunications and IT equipment.
- In consultation with the Senior Regional ICT officer, establish the ICT requirements in field operations, taking into account the overall IT and Telecom strategy of the region, the operational needs and the security constraints.
- Install and configure the most appropriate type of UNHCR IT and Telecommunications systems (HF, VHF, UHF, Microwave Links, Telephony, and satellite systems) to meet the field and emergency operations immediate ICT needs.
- Ensure that the equipment under his/her responsibility is in good working condition, by inspecting regularly the hardware and installations. If required, arrange promptly repairs or replacement as necessary according to established procedures.
- Maintain records of the installations and repairs/replacements done and keep the Regional ICT officer fully informed on the status of the equipment.
- Provide each office, where equipment is installed, with full information for their asset management records.
- If applicable, keep a proper inventory level of all sites spares and return spare parts for repair/replacement.
- Monitor and maintain the LAN, Network Servers, Printers, LAN points, Hubs, Patch pane, etc. to prevent faults occurring.
- Add or remove users from the Network.
- Assist in the maintenance of accurate records of users and usage of the Network.
- Carry out minor hardware maintenance.
- Provide Technical Briefing/Training on the equipment to local ICT resources and users, including IPs, ensuring that they are able to maintain/use the equipment.
- Assist in the development and configuration of IT and Telecom Equipment/Kits used in field operations and emergencies.

- Perform other related duties as required.

Authority

- Decide on appropriate resolution to incidents / problems.
- Escalate issues to supervisor if incident / problem cannot be resolved with scope of responsibility.

REQUIRED COMPETENCIES

- Empowering and Building Trust
- Analytical Thinking
- Innovation and Creativity
- Technological Awareness

ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

- Completion of Secondary School or equivalent technical school with formal training and certification on relevant ICT related fields.
- Minimum 6 years of job experience relevant to the function or particularly on HF/VHF radio or IT systems, PAMA satellite systems, PABX, Cisco routers and satellite modems.
- Knowledge of computer application packages such as MS Office.
- Fluency in English and working knowledge of another relevant UN language and/or local language.

DESIRABLE QUALIFICATIONS & COMPETENCIES

- Knowledge of other UN languages.
- Hands-on experience with wireless and VoIP systems, electricity, generators, lightning protection an asset.
- Previous experience in Emergencies is an advantage.
- Training experience

SUBMISSIONS OF APPLICATIONS

If you wish to be considered for this vacancy, please submit your application on <http://rwanda.unhcr.io> by **22 October 2019**.

Shortlisted candidates may be required to sit for a test. Only shortlisted candidates will be notified. No late applications will be accepted.

UNHCR is committed to diversity and welcomes applications from qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, color or ethnic and national origins, religion or belief, or sexual orientation.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).

REMUNERATION

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>