

Job Title	IT Associate	Job Opening ID:	36976
Location:	Bangkok (RB), Thailand	Salary Grade:	G6
Hardship Level:	A	Family Location Type:	Family
Type of Contract:	Temporary Appointment	Contract Duration:	12 months

Organizational Setting and Work Relationships

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

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Operational Context

In addition to the duties and responsibilities mentioned in the standard job description, the incumbent will be expected to assist users in administering and/or conducting virtual, face-to-face and hybrid meetings, gatherings or conferences ensuring proper preparation of participants, equipment and services and in providing effective support and smooth operations. Moreover, the s/he will be expected to assist in preparation and maintenance of end-user devices including (but not limited to) mobile phones, tablets, communications equipment, laptops, desktops, displays, peripherals, and other hardware, in addition to assisting in the administration, installation and user support of corporate software applications and services; and acquiring experience relevant to the functions of software applications including (but not limited to) Microsoft Teams, Microsoft 365 suite of applications, Cisco appliances, conferencing services and telephony systems.

Duties

- Assist in on-site needs assessment and installation and maintenance of UNHCR Telecommunications and IT equipment.
- In consultation with the supervisor, establish the IT requirements in field operations, considering 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 IT 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 supervisor 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 IT 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.
- Decide on appropriate resolution to incidents / problems.
- Escalate issues to supervisor if incident / problem cannot be resolved with scope of responsibility.
- Perform other related duties as required.

Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For G6 - 3 years relevant experience with High School Diploma; or 2 years relevant work experience with Bachelor or equivalent or higher

Field(s) of Education

Not applicable.

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

Information Technology;

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Experience relevant to the function or particularly on HF/VHF radio or IT systems, PAMA satellite systems, PABX, Cisco routers and satellite modems.

Desirable

Hands-on experience with wireless and VoIP systems, electricity, generators, lightning protection an asset. Previous experience in Emergencies is an advantage.

Functional Skills

IT-Computer Literacy;

TR-Training/Coaching/Facilitation;

IT-Microsoft Office Productivity Software;

(Functional Skills marked with an asterisk* are essential)

Language Requirements

Fluent in English and Thai

Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies:

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies:

Empowering and Building Trust

Cross-Functional Competencies:

Analytical Thinking

Innovation and Creativity

Technological Awareness

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

Please submit your letter of motivation, signed Personal History Form by e-mail-mail clearly stating the position title, Job ID and your Last Name in the subject line to RBAPHR@UNHCR.ORG by the closing date.

The Personal History Form and its supplementary sheet can be downloaded from: https://www.unhcr.org/sites/default/files/u11/P11_UNHCR.docm and https://www.unhcr.org/sites/default/files/u11/P11SUP_UNHCR.docm

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>

No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates may be required to sit for a written test and/or oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality, and culture. All applications will be treated with the strictest confidentiality.

Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against Covid-19.

UNHCR has a zero-tolerance policy against Sexual Exploitation and Abuse (SEA). SEA is unacceptable behavior and prohibited conduct for UNHCR personnel. It constitutes acts of serious misconduct and is therefore grounds for disciplinary measures, including dismissal. Any concerns or suspicions about a possible case of SEA should be reported immediately to the Inspector General's Office (IGO) at inspector@unhcr.org or through the online complain form at <https://www.unhcr.org/php/complaints.php> or by confidential fax: +41 22 739 73 80

Application duration

Start Date: 23 May 2022

Closing Date: 05 June 2022