

United Nations Nations Unies

United Nations Mission in Liberia (UNMIL)

Vacancy Announcement- External/Internal

Vacancy#: UNMIL-GITTS-DMS-2260	Deadline: 30 September 2016
Post Title: IT Assistant – DSC Agent (One Position)	Level: GL-4
Organizational Unit: GITTS	Location: Monrovia
Initial Appointment: Initial three (3) months subject to operational requirements and satisfactory performance	Indicative Minimum Annual Gross Salary:
UNMIL invites qualified external/Internal applicants to apply for the position highlighted above. Applicants are requested to complete form P.11 available at UNMIL Personnel Office and attach copies of the following: Proof of Liberian nationality (Birth Certificate/ Passport), educational certificates, and reference letters from previous employers. Incomplete P.11 forms will not be processed. Kindly note that applications upon receipt will be reviewed and only short-listed candidates will receive acknowledgement.	

Organizational Setting and Reporting Relationships: This position is located in Digital Solution Centre Unit of GITTS. The Incumbent report to the Digital Solution unit's Supervisor.

Accountabilities: Within delegated authority, the Information Technology Assistant will be responsible for the following duties. Staff will also perform other duties as required at certain times.

Description of Main Duties:

Under the direct supervision of the DSC Supervisor, the incumbent will perform the following duties:

- Provide full range of technical assistance in the area of
- Installation, configuration, testing and deployment of server hardware and software, including Local Area Network, Operating Systems, Electronic mail, Lotus Notes, Database systems, Internet Web software, firewall, Domain Name Server (DNS), DHCP, and various security software.
- Creates user ID's passwords and home directories.
- Perform regular daily backups and data recoveries as required.
- Assist in datacenter design installation and refurbishment.
- Escalate problems/tasks to the appropriate parties in accordance with established procedure.
- Assist in research and resolution of more complex problems.
- Assist in assigning users access right and implement network security.
- Troubleshoot CISCO switches and routers.
- Communicate clearly and effectively to clients and follow established of a call centre and service desk procedures.
- Resolve basic IT technical problems over the telephone in an average talk time (ATT)
- Gather information by asking users appropriate questions to determine the source of the problems being reported (hardware, software, logon, lotus notes, web mail, wireless etc)
- Promptly log the call details into the Help Desk automation software - Help Star
- Perform basic administration task on proxy servers.
- Performs other tasks as assigned by the supervisor.

Results expected:

To provide effective information technology support to CITS staff and users in installation, operation, maintenance and service delivery of hardware and software within the Mission.

Competencies:

Professionalism - Good technical skills

Communications - Good communications (spoken and written) skills.

Technical Awareness - Good technical knowledge of hardware and software of information technology infrastructure, servers, workstations, desktop PCs, and peripherals;

Teamwork – Good interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity;

Planning & Organization – Ability to work effectively under stress and to prioritize and juggle multiple tasks within tight deadlines.

Qualifications and Experience:

Education- Completion of secondary education; supplemental courses/technical certificate in information technology or other related field;

Experience- A minimum of five years of relevant experience in the communications and information technology field;

Language- Fluency in English in both verbal and written is required.

Preference will be given to equally qualified women candidates. Completed detailed applications documentation as specified above referring to Vacancy # UNMIL-CITS-DMS-2260 should be forwarded to the attention of: National Staff Unit , Personnel Section, UNMIL Headquarters, 7th Floor, Pan African Plaza, Tubman Boulevard, Monrovia