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## MISSION IN COLOMBIA JOB OPENING

### Internal / External

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<b>Job Title &amp; Level:</b>	<b>Information Technology Assistant, GS-5</b>
<b>Department/Office:</b>	<b>UN MISSION IN COLOMBIA/ Information Systems and Telecommunication Unit</b>
<b>Location:</b>	<b>BOGOTA, COLOMBIA</b>
<b>Posting Period:</b>	<b>2 weeks (from 11 October to 25 October 2016)</b>
<b>Job Opening Number:</b>	<b>MC-NJO-2016-058</b>

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UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY

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The Human Resources Section invites all interested and qualified candidates to apply for the announced position. All interested candidates should submit their applications (Personal History Profile - P11 and/or CVs) and copies of their educational certificates to the Recruitment Unit via email: [MCreruitment@un.org](mailto:MCreruitment@un.org).

Please include also the job opening number of the above position in your e-mail application. Acknowledgment will be sent to short listed candidates only.

Recruitment of this position is subject to funding and Mission Mandate approval.

### Organizational Setting and Reporting:

The position is located in the United Nations Mission in Colombia based in Bogota. The Information Technology Assistant will report to the Chief of Unit, Information Systems and Telecommunication

### Responsibilities

Under the supervision and general guidance of the Chief of Unit, Information Systems and Telecommunication, the Information Technology Assistant will perform the following functions:

### Applications Support

- Under direction of the supervisor, works as part of a team in the planning, specification, design, development, implementation and support of computer application systems and programs using UN established standards for IS technologies, programming languages and tools.
- Assists with the monitoring and expedition of computer application systems development projects; provides input for the development of standard terms of reference; serves as part of the team related to various project implementations in the mission.

- Maintains functional specifications for computer application systems, programs and procedures; assists in ongoing reviews with users and developers; liaises with users to define and specify requirements; assists with version management, data recovery and deployment to users' offices.
- Implements and maintains security controls for various applications; ensures that security controls in place are monitored and enforced; assists with the maintenance of accurate access control lists including rights and privileges.
- Supports Data Recovery/Business Continuity software applications and systems.
- Provides input for the preparation of various technical and user documentation for deployed computer application systems, training materials and may conduct technical presentations; assists with the drafting of correspondence and communications, including work plan revisions, as well as unit contributions for a variety of periodic reports.
- Keeps abreast of developments in the field; implements benchmarking procedures and provides input for final decisions on new acquisitions.
- Performs other related duties as required.

### **Server/Data Centre Administration**

- Provides the full range of technical assistance in the area of server operations and administration;
- Installs, configures, tests and deploys server systems hardware and software, to include Local Area Network infrastructure, Operating Systems (Unix, Linux, Mac OS), Electronic mail, Lotus Notes, Citrix, Database systems, Web Development software, Firewall systems, Network Services Server systems (DNS, DHCP, NFS, CIFS/SMB, mail relay, and various security software.
- Provides the administration, operation, technical support, and monitoring of server systems; undertakes complex trouble shooting of server systems.
- Works with other Units within the Service to maintain optimal 24/7 operations for the server systems operations.
- Provides input to identify the need for new systems or re-engineering of the existing systems.
- Responds to requests from user offices and assists in deploying/configuring systems so as to conform to infrastructure standards; implements Disaster Recovery/Business Continuity (DR/BC) and backup services following standard procedures.
- Participates in the security incident response activities; assists in the implementation, operation and maintenance of security controls; performs regular vulnerability assessments of production systems to identify weaknesses as well as to determine the need for updating systems with fixes and patches.
- Assists with the drafting of documentation and reports.
- Performs other related duties as required.

## **Network Administration**

- Assists with the implementation of network projects in accordance with Mission requirements and applicable UN policies and standards.
- Assists with the review of network configuration to ensure maximum efficiency and optimal usage of resources.
- Supports the management of network backup and security enforcement policies.
- Assists other personnel and/or contractors assigned to the Network Administration Unit.
- Works as part of the team to ensure the integrity of the various internetwork connections within the missions Intra and Extranets.
- Assists with the implementation of new and emerging technologies for voice, video, and data integration.
- Operates and maintains the various implemented Data Security projects with emphasis in network security, monitoring, resourcing, and other UN standard technologies.
- Ensures the proper administration of access control lists including rights and privileges; participates in the security incident response activities.
- Participates in planning, implementing, operating and maintaining security controls; performs regular vulnerability assessments of production systems to identify weaknesses to bring to the attention of supervisors.
- Participates in all network implementations.
- Assists with the drafting of documentation and reports.
- Performs other related duties as required.

## **IT Service Support**

- Works as part of a team of service coordination staff.
- Assists with the receipt and logging of service requests in the automated request management system.
- Assists with tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
- Assists with the provision of basic training to end-users on the use of standard systems and applications.
- Provides input into the eventual drafts for end-user and/or technical documentation.
- Logs all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, escalation status, and other related metrics.
- Escalates problems/tasks to the appropriate parties in accordance with established procedure; monitors problems to resolution; detects problem patterns and consult with the supervisor to recommend solutions.
- Assists with quality assurance procedures to ensure client satisfaction.

- Keeps abreast of developments in information systems and technology in order to make recommendations to supervisors.
- Serves as a team member for various special projects within CITS
- Performs other related duties as required.

#### **ICT Security/ DRBC**

- Works as part of the team responsible for Disaster Recovery and Business Continuity plan (DRBC) implemented by the mission.
- Assists with the implementation and testing of DRBC plans, and works within various teams related to DRBC management.
- Installs, operates and maintains multi-user information security systems including firewalls, malware detection/prevention systems, intrusion detection/prevention, network access controls, proxy servers, VPN, encryption, URL and content filtering systems in accordance with organizational technology security standards.
- Provides input for other CITS Units to determine security requirements and integration of these requirements in the system design and operations.
- Maintains security procedures, including user identification and access control processes to specific CITS resources and data.
- Acts upon all security incidents and violations, including reporting them immediately to the CITS Security Coordinator; participates in incidents management activities.
- Assists with the regular security assessments of production and CITS resources to identify potential weaknesses for referral to supervisors; performs risk analysis and provide data for further analysis by supervisors.
- Maintains the scheduled updates for CITS systems with fixes and patches.
- Performs other related duties as required.

Other duties and responsibilities common to the specialties above include, but are not limited to:

- Providing general assistance across the various fields of ICT support services in the mission.
- Being part of cross-functional teams within CITS in order to assist with ICT related projects.
- Performs other related duties as required.

#### **Competencies:**

**Professionalism:** Knowledge of organizational information infrastructure, including hardware, software and application systems. Knowledge of relevant programming language(s) and ability to use programming skills to develop information systems. Knowledge of system development workflow and document flow processes, ability to conduct research and gather information

from a wide variety of standard and non-standard sources. Ability to respond to changing requirements and assignments, ability to apply good judgment in the context of assignments given. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

**Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

**Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

**Education:**

High school diploma or equivalent is required.

**Experience:**

A minimum of five (5) years of progressively responsible experience in information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work.

**Languages:**

English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in English and Spanish (both oral and written) is required.

**United Nations Considerations**

Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for international human rights and humanitarian law. Candidates may be subject to screening

against these standards, including but not limited to whether they have committed or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations – Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.