

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

IRQR000398--ICT Assistant

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

General Information

Country of Assignment	Iraq
Host Institute	United Nations Children's Fund
Volunteer Category	National Specialist
Number of Volunteer	1
Duration	12 months
Possibility of Extension	Yes
Expected Starting Date	Immediate
Duty Station	Basrah [IRQ]

Assignment Place Remark

Assist UNICEF's Information System team in the Field Office in Basra.

Living Conditions

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living essentials. National UN Volunteers are part of the malicious insurance plan.

Assignment Details

Assignment Title	ICT Assistant
-------------------------	---------------

Organizational Context & Project Description

T. +49 (0) 228-815 2000 A. PO Box 260111, 53113 Bonn, Germany
F. +49 (0) 228-815 2001 W. www.unv.org

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

The ICT Unit of UNICEF Iraq Country Office needs support to complete priority tasks per the ICT unit workplan. This is required to fill the gap at the Basra office. The assignment presents a unique development opportunity for a qualified staff member to join the team on a stretch assignment to gain more exposure, contribute to the unit, as well as learn about the emergency.

Sustainable Development Goals

17. Partnerships For the Goals

Task description

Within the delegated authority and under the supervision of Chief Field Officer or his/her designated mandated representative(s), the UNV ICT Assistant will:

- Administration of user access, incident management, ICT services, monitor the performance and the service delivery
- Ensure a reliable communication system is administered: SAT phones, IP Telephony and Unified Communications
- Establish periodic user orientation and ICT related training

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV's Volunteer Reporting Application- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

Results/Expected Outputs

- As an active UNICEF team member, efficient, timely, responsive, client-friendly and high-quality support rendered to UNICEF and its beneficiaries in the accomplishment of her/his functions, including:

- Raising service calls through Service Gateway for user access and to resolve issues that are managed by GSSC.
- Provide remote support to staff members in Iraq offices (Baghdad and Basra).
- Monitor and analyze Internet links performance and availability.
- Ensure high availability and manage network operations risk.
- Introduce best practices for optimal use and security of network.
- Undertake health checks for various network components.
- Upgrade and update infrastructure.
- SAT phones are maintained, continuously updated and made ready for use at any time.
- Staff members are trained on the use of SAT phones.
- Monitor SAT phone subscription plans.
- Ensure the BGAN System is operational and accessible to critical staff.
- Perform individual ICT orientation for new SMs including refresher for all staff
- Perform periodic computer clinic • Perform any other ICT related training

- Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment.

- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed.

• The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

T. +49 (0) 228-815 2000
F. +49 (0) 228-815 2001

A. PO Box 260111, 53113 Bonn, Germany
W. www.unv.org

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

Required Degree Level Bachelor degree or equivalent

Education - Additional Comments

- A university degree in computer science, telecommunications, information management or related fields; completion of Diploma education supplemented with formal training in Computer Science, Information Systems, Telecommunications, Engineering may be accepted in lieu of university degree.

Required experience 24 months

Experience Remark

A minimum of two years of practical work experience in information technology, requiring systematic methods of troubleshooting and problem solving is required, also, practical experience and working knowledge of various computer platforms and applications is required, in addition to providing technical and business Customer Support and Services.

Language

- English (Mandatory) , Level - Fluent

Area of Expertise

- IT architecture and IT project management Mandatory
- Hardware and systems maintenance, operation and administration Mandatory
- Other information and telecommunications technology experience Mandatory

Area of Expertise Requirement

Providing assistance to users on IT products and services and use of applications and diagnostic tools is required.

Need Driving Licence No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Building Trust
- Client Orientation
- Commitment and Motivation
- Communication
- Integrity
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Technological Awareness
- Working in Teams

Conditions of Service and other information

Condition of Service [Click here to view Conditions of Service](#)

Conditions of Service:

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people, even within countries. Such restrictions may affect the ability national UN Volunteers to begin their assignments at their assigned duty station or limit the ability to enter UN premises. Thus, UNV cannot guarantee assignments will proceed as normal.

Candidates for national UN Volunteer assignments requiring travel to the duty station may be exceptionally granted during this period alternative working arrangements to work from their place of recruitment until restrictions are lifted. Candidates for national UN Volunteer assignments may also need to begin their assignments remotely in cases where access to UN premises is restricted. These are decisions at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss travel requirements, any restrictions, and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) on a monthly basis will be provided.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

Supervision, induction and duty of care of UN Volunteers (Roles and Responsibilities of Host Entity)

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration and official processes;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;

T. +49 (0) 228-815 2000 A. PO Box 260111, 53113 Bonn, Germany
F. +49 (0) 228-815 2001 W. www.unv.org

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Any necessary security measures, ensuring that UN Volunteers are covered by the United Nations Security Management System (UNSMS) in line with the UNDSS Security Policy Manual;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.
- Investigate misconduct: sharing reports with the UNV;
- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities` services during pandemics).

Application Code IRQR000398-9893

Application procedure

*** Not yet registered in the UNV Talent Pool?**

Please first register your profile at <https://vmam.unv.org/candidate/signup>. Important: After creating your account, complete all sections of your profile and submit it. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink. Lastly, select the special call to which you would like to apply.

*** Already registered in the UNV Talent Pool?**

Please first update your profile at <https://vmam.unv.org/candidate/profile>. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink to select the special call to which you would like to apply.

This is a national UN Volunteer assignment, therefore only nationals of Iraq and legal residents in Iraq with the status of refugee or with the status of being stateless are eligible to apply.

Application deadline: 29-08-2021

doa.apply_url <https://vmam.unv.org/candidate/show-doa/SVJRJAwMDM5OA==>

Disclaimer

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.