

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

NGAR000181--Associate ICT Officer

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	Nigeria
Host Institute	UN High Commissioner for Refugees
Volunteer Category	International Specialist
Number of Volunteer	1
Duration	12 months
Possibility of Extension	Yes
Expected Starting Date	01-12-2021
Duty Station	Maiduguri [NGA]
Assignment Place	Non-Family Duty station

Assignment Place Remark

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Living Conditions

Security environment in the North East continues to be a cause of concern due to ongoing armed conflict between security forces and insurgents. Despite some recent gains by security forces, Boko Haram insurgent group remains resilient and continues to resort to asymmetrical warfare resulting in collateral damage among civilian population. UN Security Level-3 is currently in place in Maiduguri, and it is non-family duty station. This implies that official and private road travel by staff is limited as per the MOSS and all official missions in this region should not begin before 07:00 and be in a secure location no later than 18:30. Security escort is not required for travel within the city. However, police escorts are required as per MOSS for travel by road for most of the directions outside Maiduguri city. Most of the areas of responsibilities are accessible by UNHAS

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helicopters. Manual security clearance as well as TRIP system clearance should be obtained from UNDSS for all travels by road/air within North-East of Nigeria. Traveling from Maiduguri to major cities (Abuja, Lagos, Yola, etc.) can be on several UN cleared commercial air carriers, as well as UNHAS.

UNHCR Maiduguri has a guest house for the international staff assigned, and for all other staff coming on mission. The guest house is the best so far in the city, and provides basic facilities namely TV, hot shower, and a clean room. The Rest and Recuperation (R&R) cycle in Maiduguri is 6 weeks, with the designated place of R&R being Accra, Ghana

There is a UN Clinic in Maiduguri, and other UN recommended hospitals. Although these hospitals are not up to internationally acceptable standards; they provide basic health care services.

The official currency is Nigerian Naira (NGN). Cash is the main means of transaction though cards are also accepted at some hotels and shops. You are encouraged to open local bank account. US dollars can be exchanged at hotels and banks, once you arrive in Maiduguri the driver can guide you on this. Below is to give you approximate idea of exchange rate in August 2021:

UN Rate: 1 USD = 411.19 NGN Bank Rate: 1 USD = 409.11 NGN.

Local Market Rate: 1 USD = 497.00 NGN

Nigeria is a unique country and Maiduguri is a unique (humanitarian) operation. It provides for an interesting and enriching environment, but also requires a mature level of cultural awareness, as well as more stamina and commitment than elsewhere to make life comfortable and affordable. Therefore, flexibility and the ability and willingness to live and work in harsh and potentially hazardous conditions, involving physical hardship and little comfort, are essential.

Assignment Details

Assignment Title Associate ICT Officer

Organizational Context & Project Description

The Office of the UNHCR was established on 14 December 1950 by the UN General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, with the option to return home voluntarily, integrate locally or to resettle in a third country (www.unhcr.org).

UNHCR has also been involved in various IDP operations at the request of the concerned countries or the United Nations General Assembly/Secretariat General (UNGA/SG). Further to the humanitarian reform in 2005, UNHCR has been appointed to ensure the leadership of Protection, Shelter/NFI, and Camp management and camp coordination clusters in emergency settings. As a result, the staffing requirements have increased in UNHCR's operations worldwide. In Nigeria, UNHCR plays the role of co- sharing with IOM the Shelter/ NFI and CCCM sector, coordination for the Protection sector working group. In the meantime, UNHCR, as a protection agency, is implementing activities to promote a favorable protection environment. In addition, UNHCR Nigeria continues to respond to a complex humanitarian situation in northeast Nigeria which has caused massive internal displacement and refugee outflows into the neighboring countries of Cameroon, Niger, and Chad. UNHCR's humanitarian response targets IDPs, IDP return- ties, and refugee returnees in this complex humanitarian environment. The 2021 Humanitarian Response Plan (HRP) puts the number of IDPs in Northeast Nigeria at 2.2 million. The ongoing efforts by the Nigerian forces to liberate more areas from Boko Haram control continue to create new displacements. As the military liberates new areas, some IDPs spontaneously return to their Local Government Areas (LGAs). The improved situation in some areas also engendered the spontaneous returns of refugees from neighboring countries. The movement of the humanitarian actors to the areas outside the state capitals is through helicopters. In some locations, humanitarian hubs, where humanitarian workers can stay on mission for a maximum period of three days, have been established.

Sustainable Development Goals 1. No poverty

Task description

Under the direct supervision of Admin Officer and the overall supervision of the Division of Information Systems and Telecoms (DIST) Chief ICT Field Operations, the UN Volunteer will undertake the following tasks:

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- Oversee daily Business-As-Usual operational decisions, including incident, problem, change, service request, and asset management.
- Prepare an IT Operations Plan and forecast annual IT budget needs, including lifecycle management, application licensing, maintenance, recurring, and capital expenditures providing input to the Annual Programme Review
- Ensure compliance with Service Management and IT security policies and standards, technical architecture, and service level agreements reporting non-compliance as appropriate
- Assist and advise offices in the recruiting and providing training to ICT staff and End Users.
- Leverage the broader IT community (UNHCR, UN agencies, partners, and external providers) to deliver the most efficient and cost-effective solutions to the business. May represent UNHCR IT in inter-agency and other external meetings
- Serve as primary escalation point for end-user and operational issues (Incidents & Service Requests) not resolved within established SLA's; coordinate with MSPs to expedite resolution including prioritization and escalation of SLA performance breaches to supervisor or responsible service tower owner
- Monitor, analyze, and report on system and infrastructure performance and capacity in a timely manner and ensure that service owner take appropriate action.
- Recommend, and implement approved, service delivery process improvements. Define support processes in accordance with ITIL best-practices.
- Actively participate in ICT related meetings to ensure that all decisions taken meet UNHCR's operational and security requirements.
- Ensure solutions are of high-quality from a technical perspective and that end-user support is responsive and effective
- Maintain accurate inventory of all IT equipment for all sites and ensure relevant Asset Management policies and guidelines are followed and the ITSM databases are up to date.
- Provide coaching and training to ICT staff, end-users and raft procedures and instructions to promote a better understanding of the use of the ICT equipment.
- Ensure compliance with Service Management and IT security policies and standards, technical architecture, and service level agreements reporting non-compliance as appropriate.
- Work closely with UNHCR SDMs and MSPs to carry out problem management and root cause analysis and prevent recurrence of critical problems by executing approved changes.
- Liaise and negotiate, when necessary, with relevant regulatory bodies to ensure all required permissions to operate UNHCR networks are granted
- Act as a Service Delivery Manager (SDM) and oversees the delivery of technology services to customers. The manager follows established ICT principles, operational guidelines, and service level agreements to ensure consistently high-level service performance.
- Provide accurate and timely information on operational status and reports to management.
- Perform other related duties assigned.

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

- UNHCR Country operation has modern and cost-effective ICT systems.
- Effective coordination/cooperation with DIST ICT Field Operations section is achieved
- Quality improvement processes for ICT operation is developed
- ICT voice, security and data services are functioning and maintained.
- Appropriate resolution to ICT incidents / problems are implemented
- 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

Required Degree Level Bachelor degree or equivalent

Education - Additional Comments

Bachelor's Degree in computer science, Information Technology, or related fields with good knowledge of ICT networks, Microsoft applications, Satellite and security telecommunications, CISCO networking devices; ITIL certification to the V3 Foundation level will be an added advantage.

Required experience 48 months

Experience Remark

- A minimum 4-year experience in IT including managing IT service delivery with SLA based delivery of both centralized and decentralized applications, systems, and services
- Good understanding and practical experience of ITIL Service Operations processes driven by continuous improvement
- Experience working in a matrixed team to ensure collaborations and effective operations across multiple organizations.
- Good understanding of energy/power related systems.
- Good analytical, Innovation and Creativity and Technological Awareness skills.
- Ability to influence, manage and lead negotiations with stakeholders. Strong interpersonal skills that include effective communications (both verbally and written) at all levels, to technical and non- technical audiences.
- Practical experience working in the deep field.
- Experience working with an external managed service provider for ICT infrastructure maintenance and support.

Language

- English (Mandatory) , Level - Fluent

Area of Expertise

- Telecommunications systems Mandatory

Area of Expertise Requirement

- Experience working with an external managed service provider for ICT infrastructure maintenance and support.
- Good understanding and practical experience of ITIL Service Operations processes driven by continuous improvement

Need Driving Licence No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Integrity
- Planning and Organizing
- Professionalism
- Technological Awareness

Conditions of Service and other information

Condition of Service[Click here to view Conditions of Service](#)**Conditions of Service for International Specialist:**

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 across the globe, within countries and across borders. Such restrictions make it very difficult for international UN Volunteers to begin their assignments at their assigned duty station and UNV cannot guarantee assignments will proceed as normal.

Candidates for international UN Volunteer assignments during this period may be exceptionally granted alternative working arrangements to work from their place of recruitment until restrictions are lifted. This is at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss the likelihood of travel and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

In cases where the UN Host Entity partner has requested the UN Volunteer to perform their assignment remotely, the Post Adjustment Multiplier (PAM) and related entitlements to be paid may be adjusted to the temporary duty station from where the UN Volunteer has been requested to work if requested by the UN Host Entity.

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.

A UN Volunteer receives a Volunteer Living Allowance (VLA) which is composed of the Monthly Living Allowance (MLA) and a Family Allowance (FA) for those with dependents (maximum three).

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US\$ 1,682. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of

varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website <http://icsc.un.org>.

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

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in the event of a permanent reassignment to another duty station.

UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

UN Volunteers are paid Daily Subsistence Allowance at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of conduct, to the successful candidate.

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 including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- 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;
- Inclusion of the volunteer in emergency procedures such as evacuations;
- 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

NGAR000181-10582

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.

Application deadline: 22-09-2021

doa.apply_url

<https://vmam.unv.org/candidate/show-doa/TkdBUjAwMDE4MQ==>

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.