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

<table>
<thead>
<tr>
<th>Country of Assignment</th>
<th>State of Palestine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Institute</td>
<td>World Food Programme</td>
</tr>
<tr>
<td>Volunteer Category</td>
<td>National Youth</td>
</tr>
<tr>
<td>Number of Volunteer</td>
<td>1</td>
</tr>
<tr>
<td>Duration</td>
<td>6 months</td>
</tr>
<tr>
<td>Expected Starting Date</td>
<td>Immediate</td>
</tr>
<tr>
<td>Duty Station</td>
<td>Gaza [PSE]</td>
</tr>
</tbody>
</table>

Assignment Place Remark

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. Settling-In-Grant will be provided in the event duty station is not within commuting distance from the place of recruitment.

A Volunteer Living Allowance (VLA) of ILS 3,843.35 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.

Assignment Details

<table>
<thead>
<tr>
<th>Assignment Title</th>
<th>IT Assistant</th>
</tr>
</thead>
</table>

Organizational Context & Project Description
This UNV assignment is part of the United Nations World Food Programme (WFP). WFP has been present in Palestine since 1991 and has been providing food assistance to poor and food insecure Palestinians in the West Bank and Gaza Strip. Under its current Country Strategic plan, WFP focuses on two strategic outcomes:

- Strategic outcome 1: Non-refugees, poor and severely food-insecure people have improved dietary diversity by 2022.
- Strategic outcome 2: State of Palestine institutions have enhanced capacities and systems to identify, target and assist food-insecure vulnerable populations by 2022.

Under strategic outcome 1, WFP has been providing unconditional food assistance to targeted poor and severely food-insecure households in the Gaza Strip and in areas with high poverty and food insecurity in the West Bank. Complementing the provision of unconditional food assistance, nutrition information has been provided, targeting men, women, boys and girls to raise their awareness of nutrition, WFP has been gradually shifting from providing in-kind assistance to cash-based transfers using e-vouchers and cash.

Under strategic outcome 2, WFP has been implementing two main activities in the area of capacity development:

- Technical support for national institutions. WFP has been working with the Ministry of Social Development, providing technical support to implementation of the Social Development Sector Strategy and reform of the national social safety net programme, with the aim of improving the capacity of national institutions.
- Enhancing the cash-based transfer platform for multi-sector assistance. WFP has been working to develop the cash-based transfer platform for multi-sector assistance and government support. With the expansion of cash-based transfer modalities – cash and value vouchers – there is need to enhance this platform to ensure its flexibility for multi-sector assistance and to maximize its use by the Government for social transfers under social safety net programmes.

Sustainable Development Goals

2. Zero Hunger

Task description

Under the direct supervision of the head of Gaza Office, the National UN Youth Volunteer will:

- Provide WFP Gaza office with ICT support services in compliance with WFP IT Hardware and software standards.
- Compliance with WFP information security and data protection rules.
- Maintain a backup plan to backup all WFP Gaza office data and mail files on daily basis.
- Monitor network of WFP Gaza office for viruses, intrusions, and any other mal-functions.
- Provide support to WFP TEC unit when upgrading to a new version of Windows, Windows Server, MS Office 365 or other software products.
- Provide support to WFP TEC unit to implement an ICT Business Continuity and Disaster-Recovery Plan (BC/DRP) for WFP Gaza office including Gaza DRP Offsite located in UNRWA premises.
- Work with WFP TEC unit with emerging plan to expand or activate the Emergency Operation Center (ECC) and Operation rooms located or to be located in Gaza UNDP/UNSCO/UNRWA premises.

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

- Provide ICT technical support, and professional services to WFP Gaza office and staff.
- Assist in fixing technical problems raised by staff using the cross-checking Database with collaboration of the Database supplier.
- 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
A bachelor's degree in computer science/engineering or Information technology (IT)

Required experience
24 months

Experience Remark
- 1-2 years working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based applications/servers.
- Relevant certifications in hardware and software management and application, Microsoft Certified Professional (MCP) is an asset.
- Sound knowledge of Windows domains and Services such as but not limited to Active Directory, File and Print Servers, and Domain functions (e.g. DC; DHCP; DNS).
- Sound knowledge in IT Security measures and products, such as Windows Defender (ATP); and Anti-Malware/Anti-Spyware, and Ransomware and Cyber Security protection.
- Sound knowledge in Cloud storage and solutions (e.g., OneDrive, Azure). As well as Cloud collaboration software (e.g. Skype, Skype for Business, TEAMS, and ZOOM, ..etc)
- MCSE, CCNA certified employees are advantage.
- Sound knowledge in Database systems (Access, SQL Server 2016/2019, and Oracle).
- Sound Knowledge in HP, and Cisco routers switches and firewall configuration.
- Sound knowledge of Microsoft .net technology (ASPX and C#).
- Sound knowledge of Web application design.

Language
- English (Mandatory) , Level - Fluent
- AND - Arabic (Mandatory) , Level - Fluent

Area of Expertise
- Hardware and systems maintenance, operation and administration Mandatory
- Database design, administration and maintenance Mandatory

Area of Expertise Requirement

Need Driving Licence
No

Competencies & Values
- Accountability
- Commitment and Motivation
- Communication
- Ethics and Values
- Integrity
- Judgement and Decision-making
- Managing Performance
Conditions of Service and other information

Condition of Service


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 and final repatriation (if applicable).

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;

- 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  PSER000164-10063

Application procedure

This is a National Youth UN Volunteer assignment with a monthly VLA payment of ILS 3843.34 including wellbeing differential payment. Only applications from “Palestinians” living in Gaza will be considered.

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 with the Application Code.


Application deadline: 25-07-2021

doa.apply_url  https://vmam.unv.org/candidate/show-doa/UFNFUjAwMDE2NA==

Disclaimer

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