

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

VENR000271--IT Operations 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	Venezuela
Host Institute	World Food Programme
Volunteer Category	National UN Volunteer Expert
Number of Volunteer	1
Duration	3 months
Possibility of Extension	Yes
Expected Starting Date	Immediate
Duty Station	Caracas [VEN]
Assignment Place	Family Duty Station
Assignment Place Remark	Family Duty Station
Living Conditions	El boletin informativo serà compartido al momento del reclutamiento.

Assignment Details

Assignment Title	IT Operations Officer
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Organizational Context & Project Description

On April 19, a Memorandum of Understanding (MoU) was signed in the city of Caracas, Venezuela between the government of the Bolivarian Republic of Venezuela and the World Food Program (WFP) in which WFP undertook to establish - among others - an office that allows food assistance to be carried out in the national territory. On April 27, the Executive Director approved the creation of a Country Office and on April 30, the WFP arrived to start operations and establish a new office in the city of Caracas and a logistics center in Maracaibo.

WFP is implementing a large-scale school meals programme in Venezuela that will progressively expand operations to reach up to 1.5 million beneficiaries by June 2023.

Community Engagement activities are amongst the top priorities of WFP Venezuela to ensure beneficiaries and their communities are active participants in the design, implementation and monitoring of the school-meals programme, and that their rights and protection are considered in all decisions taken by WFP.

Sustainable Development Goals

2. Zero Hunger

Task description

Do you have experience implementing IT and telecoms systems? Do you want to work with the world's largest humanitarian agency fighting hunger worldwide? If yes, this is your opportunity to join the United Nations World Food Programme (WFP).

Under the supervision of the Head of Support Services the IT Officer will deliver efficient and effective IT and Telecommunications (TC) services, contributing to sound, innovative solutions that enable staff to deliver food assistance to beneficiaries, in line with WFP's strategy.

KEY ACCOUNTABILITIES (not all-inclusive, within delegated authority):

1. Contribute to the development of plans and budgets, and manage the deployment of IT/TC systems aligned with business needs, in accordance with WFP corporate standards.
2. Monitor and maintain IT/TC systems and networks, ensuring appropriate data security and access controls considering both local and wide area network issues; and supporting users to get maximum benefits from them.
3. Install and configure new computer hardware for improving and upgrading system performance: contribute to technology upgrades as required.
4. Contribute to technical specifications and tender documents that support the procurement of IT/TC equipment and services at minimum cost, in line with WFP rules and regulations.
5. Collate and analyse data to contribute to the preparation of accurate reports on IT/TC activities, investments and costs, identifying ideas to increase cost-efficiencies where possible.
6. Maintain and develop technical expertise and understanding of industry developments.
7. Provide advice to managers and users, understanding and resolving issues, and ensuring IT policies, procedures, systems and tools are correctly applied to support them.
8. Guide and supervise more junior staff, acting as a point of referral and supporting them with more complex analysis and queries.
9. Contribute to the capability building of staff through the review and/or design of appropriate training programs aimed at developing skills/knowledge in IT and Telecommunications.
10. Coordinate with other UN agencies in order to align activities and maximise possibilities of interagency collaboration in the field of IT and TC.
11. Interact effectively with internal and external colleagues and user groups to understand their needs and provide appropriate technical support.
12. Follow standard emergency preparedness and contingency planning practices to ensure WFP is able to maintain basic IT services and/or quickly respond and deploy resources to affected areas at the onset of a crisis.
13. Contribute to the preparation of operational plans and deliver resource requirements at the onset of an emergency.
14. Other as required.

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

IT Officer will deliver efficient and effective IT and Telecommunications (TC) services, contributing to sound, innovative solutions that enable staff to deliver food assistance to beneficiaries, in line with WFP's strategy.

- El desarrollo de las capacidades a través del entrenamiento, la tutoría y la capacitación formal en el puesto de trabajo, cuando se trabaje con (incluyendo la supervisión) el personal nacional o contra-partes (no-) gubernamentales, entre ellos Socios de Implementación (Implementing Partners IPs);
- La perspectiva de edad, genero y diversidad se aplica de forma sistemática, integrada y documentada en todas las actividades a lo largo de la asignación
- Un balance final sobre los logros alcanzado a través del voluntariado para el desarrollo durante la asignación, como la presentación de informes sobre el número de voluntarios movilizados, las actividades en las que han participado y las capacidades desarrolladas.

Qualifications/Requirements

Required Degree Level Master degree or equivalent

Education - Additional Comments

Advanced university degree in Computer Science or other relevant field, or First University degree with additional years of related work experience or trainings/courses.

Required experience 24 months

Experience Remark

At least two years of experience in IT services or other related field.

DESIRED EXPERIENCES FOR ENTRY INTO THE ROLE:

- Has coordinated and managed small or medium projects at HQ and field Office.
- Has assisted in change management procedures, activities and processes at HQ and field.
- Has assisted in establishing standards and protocols for service excellence within own domain or at a HQ and field Office.
- Has successfully performed installation or testing of new hardware for improving or upgrading systems performance.
- Has proven experience analyzing service management results and developing service enhancement recommendations.
- Has keen ground-level experience implementing IT and telecoms systems in emergencies.

Language

- Spanish (Mandatory) , Level - Fluent
- And One of these - English (Optional) , Level - Working Knowledge

Area of Expertise

- Other information and telecommunications technology experience Mandatory

Area of Expertise Requirement

At least two years of experience in IT services or other related field.

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Need Driving Licence

No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Client Orientation
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Creativity
- Empowering Others
- Ethics and Values
- Judgement and Decision-making
- Knowledge Sharing
- Leadership
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Technological Awareness
- Working in Teams

Conditions of Service and other information

Condition of Service[Pulse aquí para ver las Condiciones de Servicio](#)**Condiciones de Servicio:**

Nota sobre el COVID-19.

La evolución rápida del COVID-19 ha impuesto restricciones significativas y crecientes a la libertad de movimiento de las personas, incluso dentro de los países. Tales restricciones pueden perjudicar la fecha de comienzo a la que los Voluntarios nacionales de las Naciones Unidas tienen que comenzar sus asignaciones en su lugar de destino asignado o limitar la capacidad de entrar en los locales de las Naciones Unidas. Por lo tanto, el Programa de Voluntarios de las Naciones Unidas no puede garantizar que las asignaciones se lleven a cabo con normalidad.

A los candidatos seleccionados para asignaciones de VNU nacionales, que requieran viajar al lugar de destino, se les puede conceder

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excepcionalmente durante este período arreglos de trabajo alternativos para trabajar desde su lugar de contratación hasta que se terminen las restricciones. Los candidatos seleccionados para asignaciones de VNU nacionales también pueden necesitar comenzar sus asignaciones a distancia en los casos en que el acceso a los locales de las Naciones Unidas esté restringido. Las entidades anfitrionas serán responsables de estas decisiones causadas por el COVID-19. Se recomienda a los candidatos que, durante su entrevista con la entidad anfitriona, hablen sobre los requisitos de viaje, cualquier restricción y posibles arreglos alternativos. Si son seleccionados, los candidatos deberían considerar cuidadosamente las condiciones de la oferta del programa VNU antes de aceptarla.

La duración del contrato es para el periodo indicado anteriormente, con posibilidad de extensión, sujeto a la disponibilidad de fondos, necesidades operativas y desempeño satisfactorio. Sin embargo, no hay expectativas de renovación de la asignación.

Será proporcionado el viaje al lugar de destino (si aplica) y un Subsidio de Instalación en el caso en el que el lugar de destino no se encuentre en un área cercana al lugar de reclutamiento.

Prestación de Subsistencia (VLA) es pagada al final del mes cada mes para cubrir gastos de alojamiento, servicios y otras necesidades básicas. Se incluye el seguro de vida, salud y discapacidad permanente (seguro de salud para hasta 3 personas dependientes), así como el subsidio de repatriación (si aplica) y prestación de reasentamiento por servicio satisfactorio.

Además, en lugares de destino no aptos para familias que pertenecen a las categorías de dificultad D o E, de acuerdo a la clasificación del ICSC, la/el Voluntaria/o ONU recibe un Diferencial de Bienestar (WB) de manera mensual.

Por ejemplo, introduzca el enlace <https://vmam.unv.org/calculator/entitlements>

Supervisión, inducción y deber de cuidado/debida diligencia de los Voluntarios ONU (Roles and Responsibilities of Host Entity)

A los voluntarios ONU se les debe aplicar el mismo deber de cuidado que se provee al personal de la entidad de acogida. El apoyo de la entidad de acogida a los voluntarios incluye, pero no está limitado a:

- sesiones informativas introductorias sobre la organización y el contexto de la oficina relacionado con seguridad, procedimientos en caso de emergencia, prácticas culturales apropiadas y orientación sobre el entorno local;
- apoyo administrativo para la apertura de cuentas bancarias, solicitud de los permisos de residencia y para realizar todos aquellos procesos oficiales requeridos en los países y entidades de acogida;
- orientaciones estructuradas, asesoría y coaching de un supervisor que incluya el plan de trabajo y de evaluación de desempeño;
- acceso a espacios de oficina, equipamientos, apoyo tecnológico y con aquellas otras herramientas requeridas para completar los objetivos de la asignación, como la apertura de una dirección de correo electrónico de la entidad de acogida;
- acceso a los espacios compartidos de conocimiento, capacitación y aprendizaje de la entidad de acogida;
- inclusión de los voluntarios en los procedimientos para situaciones de emergencia como las evacuaciones;
- gestión de los permisos;
- DSA para los viajes oficiales cuando sea aplicable;
- cualquier cambio en la Descripción de la Asignación que ocurra entre el periodo de reclutamiento y el inicio de la asignación o durante la misma, debe formalizarse con el Programa de Voluntarios ONU;
- Investigar las conductas indebidas: trasladar los informes a VNU;

- Proporcionar ayuda de emergencia, por ejemplo en casos de muerte o evacuación médica del voluntario, en colaboración con VNU. Aceptar cartas de garantía o de posibles responsabilidades para la cobertura de gastos médicos no exigibles bajo el seguro médico en situaciones extraordinarias (como los servicios de las instalaciones de aislamiento durante pandemias).

Application Code VENR000271-9929

Application procedure

¿Aún no se ha registrado en la reserva de candidatos de VNU?

Por favor, primero registre su perfil en <https://vmam.unv.org/candidate/signup>. Importante: Después de crear su cuenta, complete todas las secciones de su perfil y envíelo. Luego diríjase a "Mi Página" a través del siguiente enlace <https://vmam.unv.org/candidate/mypage> y seleccione la opción de "reclutamiento especial". Finalmente seleccione el reclutamiento especial al cual usted desea aplicar.

¿Ya se encuentra registrada/o en la reserva de candidatos de VNU?

Por favor, primero actualice su perfil en <https://vmam.unv.org/candidate/profile>. Luego diríjase a "Mi Página" a través del siguiente enlace <https://vmam.unv.org/candidate/mypage> y seleccione la opción de "reclutamiento especial". Finalmente seleccione el reclutamiento especial al cual usted desea aplicar.

Fecha límite para postularse: 28 de Julio 2021 a las 23:59 hrs., Horario de Alemania

doa.apply_url <https://vmam.unv.org/candidate/show-doa/VkVOUjAwMDI3MQ==>

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.