UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

DJIR000160--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

<table>
<thead>
<tr>
<th>Country of Assignment</th>
<th>Djibouti</th>
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<tbody>
<tr>
<td>Host Institute</td>
<td>United Nations Children's Fund</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>12 months</td>
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<tr>
<td>Possibility of Extension</td>
<td>Yes</td>
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<tr>
<td>Expected Starting Date</td>
<td>Immediate</td>
</tr>
<tr>
<td>Duty Station</td>
<td>Djibouti [DJI]</td>
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<tr>
<td>Assignment Place</td>
<td>Family Duty Station</td>
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Assignment Place Remark

All youth and university assignments are without family

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

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

15 Mar 2020
UNICEF is a leading humanitarian and development agency working globally for the rights of every child. Child rights begin with safe shelter, nutrition, protection from disaster and conflict and traverse the life cycle: pre-natal care for healthy births, clean water and sanitation, health care and education. UNICEF has spent nearly 70 years working to improve the lives of children and their families. Working with and for children through adolescence and into adulthood requires a global presence whose goal is to produce results and monitor their effects. UNICEF also lobbies and partners with leaders, thinkers and policy makers to help all children realize their rights—especially the most disadvantaged.

Sustainable Development Goals

4. Quality Education

Task description

Under the close supervision and guidance of the ICT officer Associates, the UN Volunteer will perform procedural and some specialized activities pertaining to UNICEF’s ICT systems, which include desktop administration and server operations. Specialized activities typically pertain to the installation and routine configuration of ICT system components and user orientation. Procedural activities include all other processes that may not require the application of specialized information technology training and knowledge, such as maintaining technical and user documentation and/or serving as focal point for receipt and processing of user requests on a timely manner in compliance with UNICEF ICT rules and regulations.

Summary of key functions/accountabilities:

- Timely and effective Help Desk second line support is provided related to UNICEF personal computers and peripherals as well as Data center management.
- Effective support is provided for the implementation of IT initiatives
- Periodic and ad hoc reports timely produced for the use by Global Help Desk, RO or CO
- Contribution made to enhance user service support and experience
- General office support

1. Timely and effective Global Help Desk second line support is provided related to UNICEF personal computers and peripherals

- Providing first-level support that includes receiving, processing and logging service requests.
- Managing lifecycle of ICT incidents assigned to him/her in service management tool.
- Effective support is provided for implementation of IT initiatives
- Creating and assigning work orders.
- Maintaining and updating files (electronic and paper) and internal databases.
- Maintaining ICT inventory, manuals and other documentation. This may require the incumbent to lift, move, mount, or store equipment.

2. Effective support is provided for the implementation of IT initiatives

- Assists to plan and implement new IT initiatives or migration projects, including rollout of new installations, upgrades of hardware, software, or operating systems. Works closely with Release Management, IT trainer, Computer Focal Points and IT sections to ensure the success of implementation.
- Provides input and offer suggestions during pilot testing and evaluation of new hardware, software, and applications that are to be selected as UNICEF standard.
3. Periodic and ad hoc reports timely produced for the use by Global Help Desk, RO or CO

- Produce periodic (weekly, monthly) and ad hoc reports including problem and incident service call information analysis

4. Contribution made to enhance user service support and experience

- Provides quality support and guidance to users. Convey and support articles/email from Customer Service. Actively participates in user training sessions, and Computer Focal Point meetings and workshops to help them better respond to queries from users.
- Ensures application/compliances of IT policies, security and guidelines, established processes and procedures by all team members.
- Support in learning & capacity development. Manage training and courses to staff member to ensure staff development in ICT in compliance with UNICEF rules and regulations.

5. General support

- Drafting and/or processing a variety of correspondence and other communications with vendors, partners
- Setting up and maintaining ICT files/records (electronic and paper)
- Maintain and generate automated databases containing ICT related statistics and generating periodic reports; and performing a variety of administrative duties (e.g. CCTV backup, filling)
- Any other related tasks as may be required or assigned by the supervisor.

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

The impact of the work of ICT Assistants affects the delivery of discrete support services and is closely interrelated with the work of other members of the ICT team. The work performed affects not only the timely delivery of ICT processes but also indirectly the delivery of the client departments’/divisions’/offices’ programmes. They play a key role, as a member of the team, in providing routine and some specialized information both to client’s departments and to more senior members of the
ICT team on ICT procedures and the progress of delivery against standards and deadlines.

- 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

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<tr>
<th>Required Degree Level</th>
<th>Secondary education</th>
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<tr>
<td>Education - Additional Comments</td>
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- Completion of Secondary education supplemented with formal training at university level in Computer Science, Information Systems, Telecommunication, Engineering. Training in appropriate disciplines, in networking, telecommunications technologies and Computer related certifications (e.g., A+ certification). ITIL Foundation Certificate or equivalent customer support certification is an asset;
- A University degree combined with 18 months of relevant professional experience may be accepted in lieu of a completion of secondary education and 6 years relevant experience;

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<th>Required experience</th>
<th>72 months</th>
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<td>Experience Remark</td>
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- Demonstrated interest and/or experience up to 2 years in ICT;
- Motivated to contribute towards peace and development and to serve others;
- Punctuality;
- Drive for results;
- Good interpersonal, networking and communication skills;
- Willingness to contribute and work as part of a team;
- Flexible and open to learning and new experiences;
- Respect for diversity and adaptability to other cultures, environments and living conditions;
- Previous experience as a volunteer and/or experience of another culture, (i.e. studies, volunteer work, internship) would be highly regarded;

**Language**

- French (Mandatory), Level - Fluent
- AND - English (Optional), Level - Working Knowledge

**Area of Expertise**

- Software and applications development and analysis Optional

**Need Driving Licence**

- No

**Competencies & Values**

- Accountability
- Adaptability and Flexibility
Conditions of Service and other information

Condition of Service

Click here to view Conditions of Service

Conditions of Service:

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

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.

**Application Code**  
DJIR000160-6488

**Application procedure**

* Not yet registered in the UNV Talent Pool?

Please first register your profile at [https://vmam.unv.org/candidate/signup](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](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](https://vmam.unv.org/candidate/profile). Then go to ‘My Page’ at [https://vmam.unv.org/candidate/mypage](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 Djibouti and legal
residents in Djibouti with the status of refugee or with the status of being stateless are eligible to apply.

Application deadline: 31-March-2020

doa.apply_url https://vmam.unv.org//candidate/show-doa/REpJUjAwMDE2MA==

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.