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>Iraq</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Institute</td>
<td>UN Investigative Team for Accountability of Da’esh/ISIL</td>
</tr>
<tr>
<td>Volunteer Category</td>
<td>International Specialist</td>
</tr>
<tr>
<td>Number of Volunteer</td>
<td>1</td>
</tr>
<tr>
<td>Duration</td>
<td>12 months</td>
</tr>
<tr>
<td>Possibility of Extension</td>
<td>Yes</td>
</tr>
<tr>
<td>Expected Starting Date</td>
<td>Immediate</td>
</tr>
<tr>
<td>Duty Station</td>
<td>Baghdad [IRQ]</td>
</tr>
<tr>
<td>Assignment Place</td>
<td>Non-Family Duty station</td>
</tr>
</tbody>
</table>

Assist UNITAD’s Information System Officers in the Republic of Iraq in the conduct of UNITAD’s mandate.

**Living Conditions**

The UN Volunteer will live in Baghdad, which is not a family duty station. The official offices of UNITAD will be located inside the “International Zone”, which comprised all UN Offices operating out of Baghdad.

Generally speaking, stringent security measures are in place throughout the country, and UN Volunteers, as other UN staff, are quite limited in all duty stations in Iraq when it comes to movement (walking virtually not allowed). Movement is done inside the “International Zone”, in armored vehicles.
UNITAD is the Investigative Team mandated by Security Council resolution 2379 (2017) to support domestic efforts to hold ISIL (Da'esh) accountable for their crimes by collecting, preserving, and storing evidence in Iraq of acts that may amount to war crimes, crimes against humanity, and genocide committed by the terrorist group ISIL (Da'esh) in Iraq.

Reflecting the global impact and reach of ISIL terrorist activities, as well as its extensive recruitment of foreign terrorist fighters, the Council has also requested the Special Adviser and Head of UNITAD to promote throughout the world, accountability for acts that may amount to war crimes, crimes against humanity or genocide committed by ISIL, and work with survivors to ensure their interests in achieving accountability are fully recognized.

In further recognition of the global nature of ISIL crimes, the Council underlined that another Member State in whose territory ISIL has committed acts that may amount to war crimes, crimes against humanity, or genocide, may request the Investigative Team to collect evidence of such acts, but only with the approval of the Security Council.

UNITAD is based in Baghdad, Republic of Iraq. Based on the mandate established pursuant to Security Council resolution 2379 (2017) and the Terms of Reference regarding the activities of the Investigative Team in Iraq, as approved by the Security Council on 13 February 2018, UNITAD engages, *inter alia*, in the following activities:

- Collection of a broad range of existing documentary, digital and testimonial evidence, obtained from actors including Iraqi national authorities, other national governments, victims and witness groups, civil society bodies and international and regional organizations;
- Compilation and analysis evidentiary material to identify gaps that need to be filled;
- Conduct of targeted field-based investigations in order to obtain physical, digital, forensic and testimonial evidence that will serve to fill the gaps identified and support case development, through direct engagement with victims and witnesses;
- Preservation and storage of all evidentiary material collected by the Investigative Team in accordance with international standards;
- Produce comprehensive analytical case files capable of supporting domestic proceedings, both in Iraq and other Member States.

**Sustainable Development Goals**

16. Peace, Justice and Strong Institutions

**Task description**

Under the direct supervision of the Information System Officer, the UN Volunteer will undertake the
following tasks:

- Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP etc.
- Support the setup of IT and Communication equipment with regards to voice, video and data.
- Receive and process user requests, provides technical support on relevant hardware and software customized system applications.
- Maintenance of Technical equipment inventory.
- Evaluating the functionality of systems
- consulting computer users to ascertain needs and to ensure that facilities meet user or project requirements
- ensuring software licensing laws are followed
- implementing and managing security or integrity and backup procedures
- scheduling upgrades
- providing user training, support, advice and feedback
- testing and modifying systems to ensure that they operate reliably
- managing secure network access for remote users
- keeping up to date with new technology
- designing maintenance procedures and putting them into operation
- Any other related duties as may be 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

- Efficient, timely, responsive, client-friendly and high-quality ICT support rendered to UNITAD in the accomplishment of her/his functions.
- A final statement of achievements towards volunteerism for 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

<table>
<thead>
<tr>
<th>Required Degree Level</th>
<th>Bachelor degree or equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education - Additional Comments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A university degree in computer science, telecommunications, information management or related fields;</td>
</tr>
<tr>
<td>Required experience</td>
<td>36 months</td>
</tr>
<tr>
<td>Experience Remark</td>
<td></td>
</tr>
</tbody>
</table>

The incumbent must be a dynamic, multi-functional person, who supports UNITAD with professionalism, dedication and client orientation. The following qualifications are required:

- A minimum of 3 years of responsible experience in field of Information Technology and Telecommunication;
- CCNA is desirable with good understanding in Cyber Security.
- Experience of managing Information Systems and ICT infrastructure.
- Outstanding written and oral communications skills in English; working knowledge of Arabic an asset;
- Affinity in project management.

### Language Skills
- English (Mandatory), Level - Fluent
- AND - Arabic (Optional), Level - Working Knowledge

### Area of Expertise
- Other information and telecommunications technology experience Mandatory
- Telecommunications systems Mandatory

### Area of Expertise Requirement
- Experience of managing Information Systems and ICT infrastructure.

### Need Driving Licence
- No

### Competencies & Values
- Accountability
- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Ethics and Values
Conditions of Service and other information

Condition of Service

Click here to view Conditions of Service

Conditions of Service for International Specialist:

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$ 1,631. 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**

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.

**Application Code**

IRQR000251-4287

**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.

**Application deadline:** 16 April 2019

**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.