UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

KOSR000830--Information Technology Technician

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>Kosovo (as per UNSCR 1244)</th>
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<tbody>
<tr>
<td>Host Institute</td>
<td>UN Mission in Kosovo</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>until 30-06-2020</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>Pristina [KOS]</td>
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<tr>
<td>Assignment Place</td>
<td>Family Duty Station</td>
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<tr>
<td>Assignment Place Remark</td>
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* References to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999).

Living Conditions

- Kosovo is located in the Balkans mountain range of south-eastern Europe. The climate is continental, with warm summers and cold, snowy winters.
- Houses/Apartments are easily available and generally have electricity and running water, although this may not be 24 hours. Costs are reasonable, but vary according to location - i.e. city centre vs. outlying villages. Upon arrival, you will reside in a hotel until you get permanent housing. The UNV Field Unit can assist in identifying suitable housing.
- There are no specific health problems associated with Kosovo, and no vaccines are required prior to arrival.
- Air pollution indexes are high during the winter period and may pose a threat to particularly sensitive groups. UNMIK offices are equipped with air filters.
- UNMIK provides contracted medical service to its staff should anyone fall ill.
- Foods and dietary needs of all kinds are available in the many supermarkets. There are market places that cater fruits and vegetables, and bakeries offer some exquisite pastries and breads. Fresh fish and meat are also easily available.

28 Nov 2019
Assignment Details

Assignment Title
Information Technology Technician

Organizational Context & Project Description

The primary and overarching objective of UNMIK has been the promotion of security, stability and respect for human rights in Kosovo through engagement with all communities in Kosovo, as well as with regional and international actors, including EULEX and OSCE. The UN Volunteers programme in Kosovo is one of the largest contingents of UN Volunteers within the Europe and the Commonwealth of Independent States (ECIS) portfolio with 77 UN Volunteers being deployed in 2018, including 24 with UNMIK. The main role of the UN Volunteers in Kosovo is to mobilize UN Volunteers in support of UNMIK’s operations and the UN Kosovo Team’s (UNKT) programmes and projects, as well as to promote volunteers and volunteerism as a major form of civic engagement and community development.

Sustainable Development Goals
16. Peace, Justice and Strong Institutions

Task description

The IT Technician will have reporting lines to the Chief Service Management Unit and to the Chief Field Technology Section, and will undertake the following tasks:

Computing Device Administration and Configuration:

- Assist in monitoring personal computers running the UN software delivery system to ensure that software distributions are being delivered correctly and no unauthorized software are being used.
- Perform First and Second –level desktop and laptops trouble shooting, stand alone and Network printers, Digital Senders, MFP’s in conjunction with helpdesk or other associated units.
- Service Installation and Support of various operating systems and applications used in UN system such as Microsoft Windows 7 & Windows 10, Microsoft Office, Active directory System, Office 365, Microsoft Power Business Intelligence Reporting, etc.
- Assist in the cloning of desktops and laptops images with the designed standard templates
- Assist in deployment, configuration and trouble-shooting of Virtual Desktops
- Assist in configuration and support of email clients in smart phones

Service Delivery Management:

- Keep track of all service requests in the automated tracking system and attend/ resolve or escalate with minimum delay.
- Attempt to resolve as many problem calls or service requests on initial contact.
- Perform tasks related to scheduled service requests, including equipment replacement, equipment installation/ de-installation, software installation, Satellite/Microwave connections and VC, returns to stock, site surveys, etc.
• Diagnose and resolve any hardware, software or connectivity problem with minimum delay.
• Draft end-user and/or technical documentation.
• Log all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, etc.
• Act as problem escalation point for technical staff at lower levels.
• Escalate problem/tasks to the appropriate parties or units in accordance with established procedure and follow ups in order to resolve them as soon as possible.
• Detect patterns and recommend solutions to recurring problems.
• Keep abreast of developments in the technology both in the UN and in the industry in general.
• Travel to field offices/locations to provide FTS support.
• Provide basic training to end-users on the use of standard systems and applications.
• Provide training to junior technical staff and users.
• Assist other FTS staff for the installation, maintenance and repair of FTS equipment/facilities.
• Any other task assigned by Chief Service Management or by the Chief of Field Technology Section.

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

- Reliable and prompt support to various levels of users for hardware/software issues including installation, maintenance, repair and upgrades.
- 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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Education - Additional Comments

We are inspiration in action
• Completion of secondary education; supplemental courses and technical certifications in information
technology or other related field is highly desirable. University level courses in computer science or a
related field is an asset. ITIL Foundation and COMPTIA Security Plus certifications are highly
desirable.
• A minimum of 6 years’ experience in information technology at the national or international level in
the public/private sector, specializing in service delivery.

**Required experience**  72 months

**Experience Remark**

• Experience across a broad range of hardware and software platforms, experience in utilizing UN
Office automation tools/ major computer application systems is highly desirable.
• **Other Desirable Skills:** Skills in packaging business intelligence reports is desirable.

**Language**
• English (Mandatory), Level - Fluent

**Area of Expertise**
• Other information and telecommunications technology experience Mandatory

**Area of Expertise Requirement**

• **Technical Knowledge:** Good knowledge and understanding of the following technology is required.
  Knowledge and skills in systems analysis and support, system administration and maintenance,
technical writing, etc:

  • **Specific technology:**

Must have extensive knowledge on supporting and troubleshooting techniques of Microsoft Windows and
Cloud-based Office and Email applications in an Enterprise setting.

Must have a good working knowledge of at least one Customer Relationship Management software for
Service Desk.

Must be knowledgeable in the configuration and troubleshooting of email clients for Android and iOS
based smart phones

**Need Driving Licence**  Yes

**Competencies & Values**
• Communication
• Planning and Organizing
• Professionalism
• Technological Awareness
• Working in Teams
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 KOSR000830-5741

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: 28-11-2019**

doa.apply_url  
https://vmam.unv.org/candidate/show-doa/S09TUjAwMDg==

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.