

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

SSDR001495--ICT Specialist / Disaster Recovery

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 | South Sudan |
| Host Institute | United Nations Mission in South Sudan |
| Volunteer Category | International Specialist |
| Number of Volunteer | 1 |
| Duration | until 30-06-2022 |
| Expected Starting Date | Immediate |
| Duty Station | Juba [SSD] |
| Assignment Place | Non-Family Duty station |

Assignment Place Remark

Assignment is non-family duty station.

Living Conditions

Living conditions vary between UNMISS duty stations. Each duty station where UNMISS has a field presence has basic residential camp facilities, which includes running water and electricity. Candidates should be aware that accommodation may be austere with the possibility of water shortages and power blackouts. On arrival in Juba accommodation will be on a share basis. Ablutions will also be shared. As the accommodation situation improves single unit accommodation, with an attached ablution, should become available in all locations. Hard wall accommodation is available in Juba.

All UNMISS duty stations apart from Entebbe, Uganda are considered non - family duty stations. The security level of UNMISS duty stations is classified by the UN Department of Safety and Security (UNDSS) who will brief on arrival. A number of locations in South Sudan are prone to conflict.

Primary health care services (preventive and curative) are provided in 11 United Nations Owned Equipment (UNOE) Level-I clinics, 21 Contingent Owned Equipment (COE) Level-I clinics, 4 COE Level-II medical facilities within the mission area and the establishment of

contractual agreements for Level-III and Level-III care outside the mission area. The 4 Level-II facilities available in Juba, Bor, Malakal and Wau, run by the Troop Contributing Countries (TCC), take referrals from the Level-I clinics and provide hospital-based care.

The climate is tropical with a rainy season in many areas, which should normally span from around April to October. Ability to live and work in difficult and harsh conditions is essential.

Assignment Details

Assignment Title ICT Specialist / Disaster Recovery

Organizational Context & Project Description

UNMISS was established in 2011 under the auspices of the UN Department of Peacekeeping Operations (DPKO); subsequently, UNMISS mandate has been renewed through resolutions 2057 (2012), 2109 (2013), 2155 (2014), 2187 (2014), 2223 (2015), 2241 (Dec. 2015), 2304 (2016) and 2327 (2016), 2392 (Dec. 2017), 2406 (Mar. 2018), 2459 (Mar. 2019), 2514 (Mar. 2020), 2567 (Mar. 2021).

Sustainable Development Goals 16. Peace, Justice and Strong Institutions

Task description

Under the direct supervision of the responsible SMU Team Leader, the UN Volunteer will undertake the following tasks:

- Maintenance of UN House Data Center and all servers infrastructure from UN House including HP Encloser C7000, HP DL 380 G9 servers, HP 4330/4730/4500/2040 SAN Storage, HP 6600 Switch, HP Virtual Connect and others as required;
- Coordinate with other units regarding essentials needed for Data center to operate smoothly such as replacing faulty air condition, power supply with backup generator, UPS and networking for connectivity;
- Maintain VMware Replication between UN House and Tamping for disaster recovery and Business continuity on installed and configured VMware Replication appliance such as HP 2040 SAN Storage for replication;
- Identify and rectify any replication issues such networking and other errors;
- Maintenance of all installed and configured VMware Horizon 7.4 VDI infrastructure with its components like Horizon View Administrator, View Composer and SQL database;
- Provide full range of technical assistance in the area of server operation and administration such as installed, configured and deployed Virtual Infrastructure such as VMware Esxi, vCenter, VDI, Active Directory administration such as set account expiry for user account upon checkout, IP address assignment, DNS and DHCP configuration, Internet Proxy settings and SEP antivirus servers/clients update;
- Monitor and act as required regarding deployment of O365 and windows updates via Microsoft SCCM;
- Provide 2nd level of support to helpdesk and regional office as required;
- Perform other related duties as may be required from time to time by FTS Management.

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

- Contribute to the effectiveness and efficiency of the Section/Unit; empowering and mentoring other staff within the unit;
 - Provide the necessary administrative support to the Unit to meet established standard mission SOPs in preparing and delivering support for video and audio conferences.
- 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 Technical/Vocational diploma

Education - Additional Comments

Type of Degree: Electronic/Telecommunications Engineering.

Required experience 36 months

Experience Remark

3-5 years experience in user support and IT related issues.

Language

- English (Mandatory) , Level - Fluent

Area of Expertise

- Other information and telecommunications technology experience Mandatory

Area of Expertise Requirement

- Good technical knowledge of ICT matters and associated equipment;
- Basic knowledge of Umoja and iNeed is desirable.

Need Driving Licence Yes

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Integrity
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Working in Teams

Conditions of Service and other information

Condition of Service [Click here to view Conditions of Service](#)

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We are inspiration in action

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

Conditions of Service for International Specialist:

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people across the globe, within countries and across borders. Such restrictions make it very difficult for international UN Volunteers to begin their assignments at their assigned duty station and UNV cannot guarantee assignments will proceed as normal.

Candidates for international UN Volunteer assignments during this period may be exceptionally granted alternative working arrangements to work from their place of recruitment until restrictions are lifted. This is at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss the likelihood of travel and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

In cases where the UN Host Entity partner has requested the UN Volunteer to perform their assignment remotely, the Post Adjustment Multiplier (PAM) and related entitlements to be paid may be adjusted to the temporary duty station from where the UN Volunteer has been requested to work if requested by the UN Host Entity.

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\$ 1,682. 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 ([Roles and Responsibilities of Host Entities](#))

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;
- 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

SSDR001495-9259

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: 21 April 2021

doa.apply_url <https://vmam.unv.org/candidate/show-doa/U1NEUjAwMTQ5NQ==>

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.