Mission Circular No. / 2022-0791

9 September 2022

To: All UNFICYP, OSASG-Cyprus and CMP Personnel

From: Joel Cohen
              Chief of Mission Support

Subject: **Job Opening # 190203 – Information Systems Assistant (G6)**

1.   Please find herewith, the details for the following job opening:

Post Title	**Office/ Section**
Information Systems Assistant	Field Technology Section

2.   Candidates are required to complete their respective Administrative Profile, in the Inspira Platform (internal candidates should register and log in through https://inspira.un.org, while external candidates should register and log in through https://careers.un.org) and submit their application through the Inspira platform no later than **6 October 2022.**

3.   Applicants are strongly encouraged to follow "Applicant Guide" under the "Manuals" section in Inspira, when completing their Administrative Profile.

UNITED NATIONS PEACEKEEPING FORCE IN CYPRUS
P.O. BOX 25644, 1311 NICOSIA, CYPRUS – TEL: 357-22-614410   FAX: 357-22-614600

9 September 2022

Post Title: Information Systems Assistant   Work Base: UNPA
Office: Field Technology Section   Category: General Services
Job Opening#:   190203   Level: GL6
Duty Station: Nicosia HQ and Sectors   Deadline: 06 October 2022
Type of Contract: Fixed-Term

For further details related to the Job Opening, interested applicants are encouraged to visit the following link:

https://inspira.un.org/psc/UNCAREERS/EMPLOYEE/HRMS/c/UN_CUSTOMIZATIONS.UN_JOB_DETAIL.GBL?Page=UN_JOB_DETAIL&Action=A&SiteId=1&JobOpeningId=190203&PostingSeq=1

Posting Title	:	INFORMATION SYSTEMS ASSISTANT, G6
Job Code Title	:	INFORMATION SYSTEMS ASSISTANT
Department/ Office	:	United Nations Peacekeeping Force in Cyprus
Location	:	NICOSIA
Posting Period	:	7 September 2022-6 October 2022
Job Opening number	:	22-Information Management Systems-UNFICYP-190203-R-NICOSIA (M)
Staffing Exercise	:	N/A

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

---

Org. Setting and Reporting

This position is located in the Service Management Unit, Field Technology Section in UNFICYP. The incumbent typically reports to an Application Support Team Supervisor or Chief Service Management Unit.

Responsibilities

•Participates in the, programming, testing, debugging and implementation of new application systems releases, modules and functionalities, as they are deployed centrally throughout UN missions and offices. The applications include, but not limited to Umoja ERP modules, Cloud based applications in O365 ecosystem, COMET, COSMOS, FSS, SAGE and others. •Tests and implements simple computer application systems and programs using UN established standards for IT technologies, programming languages and tools.•Serves as team member in the planning, specification, design, implementation and support of computer application systems; independently liaises with users to define and specify requirements. Liaise with end users about their business requirement from applications centrally deployed and asses their needs for application update, support and training.•Installs computer application systems software and hardware according to specifications; monitors computer applications systems using appropriate monitoring tools and produces monitoring reports. This includes all necessary tools and accessory applications to be used in support of centralized applications: Citrix Workspace, Microsoft Power BI for reporting and others.•Prepares technical and user documentation for deployed computer application systems, as well as training materials and conducts technical presentations. Performing training on new Umoja modules and functionality as well as to new Umoja users.•Maintains functional specifications for computer

application systems, programs and procedures developed and/or modified.•Maintains and updates the documentation library for Umoja support by consolidating and recording all references gathered for Tier 1 and 2 support with all problems and corresponding solutions for reference purposes.•Deploying relevant modules as per guidance of Umoja deployment team, together with affected stakeholders (senior staff) and affected users (end users) and sections (Financial Performance and Reporting Section, Procurement Section and Human Resources Management Section etc.) as well as to military and UNPOL staff.•Attending trainings, WeBex sessions, VTC meetings on pre-deployment, deployment and hyper care stages of all Umoja modules to enhance understanding and enrich knowledge to implement and effectively support the required module.•Provides support for deployed computer application systems including version management, data recovery and deployment to users' offices; performs ongoing reviews with users and developers and responds to users requests.•Drafts correspondence and communications, including work plan revisions and other related issues, as well as prepares unit contributions for a variety of periodic reports.•Serves as focal point for coordination, monitoring and expedition of computer application systems deployment projects, involving extensive liaison with diverse organizational units to initiate requests; prepares standard terms of reference; processes and follows-up on administrative actions and resolves issues related to project implementation, e.g. organization of and participation in training, procurement of equipment and services, etc.•Performs UMOJA user access provisioning and authorization maintenance, including frequent collaboration with SLO focal points, and local and global functional approvers.•Organizes Instruction Led Trainings (ILT) as authorized Umoja LPE-T for Section chiefs and Other staff members in order to be assigned the appropriate Umoja role for their functions.•Performs complex troubleshooting for Umoja user access, resolving Umoja technical issues as well as the alignment of access to business requirements.•Monitors authorized usage to existing assigned UMOJA roles to confirm their validity.•Investigates and resolves Umoja service requests locally in the mission. Advises and make recommendations for the solution of Umoja related issues in Tier1 level together with Local Process Experts (LPEs).•Otherwise escalates a work order to Tier2a Umoja support team at UNGSC-B and coordinates with assigned technicians for solving the issues.•Following up on support tasks related through Umoja via iNeed system and ensuring that support requests/incidents are resolved within established KPIs (for incidents 12 hours, for requests 5 days)•Keeps abreast of developments in the field; performs benchmarking and proposes new acquisitions.•Provides guidance to new/junior staff. •Occasionally supervises a team of staff for specific projects. •Distributes work assignments to members of the team and monitors progress.•Performs other duties as assigned.

Competencies

•Professionalism: Knowledge of organizational information infrastructure, including hardware, software and application systems. Knowledge of relevant programming language(s) and ability to use programming skills to develop information systems. Knowledge of system development workflow and document flow processes, ability to conduct research and gather

information from a wide variety of standard and non-standard sources. Ability to respond to changing requirements and assignments, ability to apply good judgment in the context of assignments given. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.•Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.
•Client Orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client

Education

High school diploma or equivalent is required.

Job Specific Qualifications

Work Experience

A total of seven years of experience in Systems Administration and Maintenance, ERP administration and support is required.Experience in Software Development and Technical Writing or related area is required.Experience in information systems analysis and programming is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required. Knowledge of another official United Nations language is an advantage.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice

Applicants in the General Service category shall meet the relevant employment requirements of the host country (Republic of Cyprus), including fulfilling visa or work permit stipulations. The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position. At the United Nations, the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. The United Nations is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible. The United Nations places no restrictions on the eligibility of men and women to participate in any

capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General. Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the Manual for the Applicant, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of the inspira account-holder homepage.The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications according to the instructions provided in inspira to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.Job openings advertised on the Careers Portal will be removed at 11:59 p.m. (New York time) on the deadline date.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS.