United 🌐 Nations

The United Nations Peacekeeping Force in Cyprus invites applications for the post of:

Information Technology Assistant (GL-4)

Location: UNFICYP/Nicosia–Cyprus

Type of Contract: Temporary Appointment

Duration of Contract: 3 months (1 April 2016 -30 June 2016)

Responsibilities: Under the overall supervision of the Chief, Geospatial Information and Telecommunications Technologies Section, the Information Technology Assistant will be responsible for the following duties within the Information Technology Unit.

- Image (Ghost) desktop and laptop computers using the UNFICYP prepared standard image.
- Contact and coordinate appropriate timing with end users or Sector focal points for retrieval of ICT equipment to be replaced.
- Copy all required data and user profiles from old computers to new computers
- Install any specialised software's not installed on standard image for specific users.
- Physically install new ICT equipment onsite and verify connectivity and operability of new computer. Connect and install any network and local printers, share drives etc.
- Coordination with the Assets Management regarding the recording of serial numbers and barcodes of all ICT equipment installed, plus the relocation for forwarding for write off action.
- Provide Tier 1 support to users, such as login problems, printing problems, email and Internet troubleshooting and share drive access.
- Perform any other tasks as and when required by the section.
- Manage user accounts, both Active Directory and Lotus Notes.
- Migration of accounts across the user profiles

Results Expected: Contributes to the effectiveness and efficiency of the section by providing Information Technology Assistance.

Skills and Qualifications

Education: High school diploma or equivalent.
Experience: Minimum of four years of experience in Information Technology. Prior United Nations experience is desirable.
Language(s): Fluency in oral and written English is required. Knowledge of local languages (Greek and/or Turkish) is an advantage.
Information Technology: Installing and maintaining computers, network equipment including switches, routers and access points. Basic understanding of IP networking, Windows 2008 and 2012, knowledge of ADS Networks, Group Policies (GPO), Lotus Notes, MS Office including MS Outlook and basic troubleshooting.

Competencies

- **Professionalism:** Knowledge of the Human Resources Policies and practices. Ability to perform a broad range of administrative functions. 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.
- **Teamwork**: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Planning& Organizing**: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Accountability**: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Interested and qualified candidates are encouraged to apply by **specifying vacancy announcement # 7/2016. Candidates must complete the United Nations Personnel History form (P11) in English.** The P.11 form can be downloaded from the UNFICYP website: www.unficyp.org under Employment. Applications should be submitted to the attention of Ms. Stella-Maria Demetriou by e-mail: unficyp-national-applications@un.org

Deadline for receipt of applications is Wednesday, 23 March 2016.
Preference will be given to equally qualified women candidates.
Only shortlisted candidates shall be contacted by the
UNFICYP Human Resources Management Section.
Please visit the UNFICYP website for more details of the post.