



**UNITED NATIONS PEACEKEEPING FORCE IN CYPRUS**

P.O. BOX 25644, 1311 NICOSIA, CYPRUS – TEL: 357-22-614410 FAX: 357-22-614600

Mission Circular No. / 2021-0606

12 January 2021

**To:** All UNFICYP, OSASG and CMP Personnel

**From:** Joel Cohen  
Chief of Mission Support

**Subject:** **Job Opening # 142994 – Information Systems Assistant (G5)**

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

**Post Title**

Information Systems Assistant G5 JO# 142994

**Office/ Section**

Field Technology Section

2. Candidates are required to complete their respective Personal History Profile (PHP) 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 February 2021**.
3. Applicants are strongly encouraged to follow “Applicant Guide” under the “Manuals” section in Inspira, when completing their Personal History Profile.





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11 January 2021

Post Title:	Information Systems Assistant	Work Base:	UNPA
Office:	Field Technology Section	Category:	General Services
Job Opening#:	142994	Level:	GL-5
Duty Station:	Nicosia HQ and Sectors	Deadline:	6 February 2021
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=142994&PostingSeq=1](https://inspira.un.org/psc/UNCAREERS/EMPLOYEE/HRMS/c/UN_CUSTOMIZATIONS.UN_JOB_DETAIL.GBL?Page=UN_JOB_DETAIL&Action=A&SiteId=1&JobOpeningId=142994&PostingSeq=1)



Posting Title : INFORMATION SYSTEMS ASSISTANT, G5  
Job Code Title : INFORMATION SYSTEMS ASSISTANT  
Department/ Office : United Nations Peacekeeping Force in Cyprus  
Location : NICOSIA  
Posting Period : 8 January 2021-6 February 2021  
Job Opening number : 20-IST-UNFICYP-142994-R-NICOSIA (M)  
Staffing Exercise : N/A

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

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### **Org .Setting And Reporting**

This position is located in United Nations Peacekeeping Force in Cyprus, Nicosia. The incumbent will report to Chief of Field Technology Section or his/her designate.

### **Responsibilities**

Within delegated authority, the Information Systems Assistant will be responsible for the following duties:

- Provides support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshoots for various applications i.e., service support, as elaborated in the pages below.
- Provides timely and efficient IT support to all Mission components and sites.
- Receives and logs problem calls or service requests in the automated tracking system.
- Attempts to resolve problem calls or service requests on initial contact.
- Diagnoses and resolves relatively simple hardware, software, or connectivity problems.
- Assists Network unit to provide network connectivity in the mission area and all team sites.
- Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation/uninstallation, software installation, LAN connection, returns to stock, etc.
- Escalates problems to the appropriate parties in accordance with established procedures.
- Provides basic training to end-users on the use of standard systems.
- Distributes and deploys new computers and IT equipment in the Mission.
- Cooperates with Assets Management Unit to update the issuance and return to stock items.
- Takes charge of the Help Desk management in the absence of supervisor.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Performs other related duties as required.



#### Applications Support:

- Under direction of the supervisor, works as part of a team in the planning, specification, design, development, implementation and support of computer application systems and programs using UN established standards for IS technologies, programming languages and tools.
- Assists with the monitoring and expedition of computer application systems development projects; provides input for the development of standard terms of reference; serves as part of the team related to various project implementations in the Mission.
- Maintains functional specifications for computer application systems, programs and procedures; assists in ongoing reviews with users and developers; liaises with users to define and specify requirements; assists with version management, data recovery and deployment to users' offices.
- Implements and maintains security controls for various applications; ensures that security controls in place are monitored and enforced; assists with the maintenance of accurate access control lists including rights and privileges.
- Supports Data Recovery/Business Continuity software applications and systems.
- Provides input for the preparation of various technical and user documentation for deployed computer application systems, training materials and may conduct technical presentations; assists with the drafting of correspondence and communications, including work plan revisions, as well as unit contributions for a variety of periodic reports.
- Keeps abreast of developments in the field; implements benchmarking procedures and provides input for final decisions on new acquisitions.
- Performs other related duties as required.

#### Server/Data Center Administration:

- Provides the full range of technical assistance in the area of server operations and administration.
- Installs, configures, tests and deploys server systems hardware and software, to include Local Area Network infrastructure, Operating Systems (Unix, Linux, Mac OS), Electronic mail, Lotus Notes, Citrix, Database systems, Web Development software, Firewall systems, Network Services Server systems (DNS, DHCP, NFS, CIFS/SMB, mail relay, and various security software.
- Provides the administration, operation, technical support, and monitoring of server systems; undertakes complex trouble shooting of server systems.
- Works with other Units within the Service to maintain optimal 24/7 operations for the server systems operations.
- Provides input to identify the need for new systems or re-engineering of the existing systems.
- Responds to requests from user offices and assists in deploying/configuring systems so as to conform to infrastructure standards; implements Disaster Recovery/Business Continuity (DR/BC) and backup services following standard procedures.
- Participates in the security incident response activities; assists in the implementation, operation and maintenance of security controls; performs regular vulnerability assessments of production systems to identify weaknesses as well as to determine the need for updating systems with fixes and patches.
- Assists with the drafting of documentation and reports.

- Performs other related duties as required.

#### Network Administration:

- Assists with the implementation of network projects in accordance with Mission requirements and applicable UN policies and standards.
- Assists with the review of network configuration to ensure maximum efficiency and optimal usage of resources.
- Supports the management of network backup and security enforcement policies.
- Assists other personnel and/or contractors assigned to the Network Administration Unit.
- Works as part of the team to ensure the integrity of the various internet work connections within the missions Intra and Extranets.
- Assists with the implementation of new and emerging technologies for voice, video, and data integration.
- Operates and maintains the various implemented Data Security projects with emphasis in network security, monitoring, resourcing, and other UN standard technologies.
- Ensures the proper administration of access control lists including rights and privileges; participates in the security incident response activities.
- Participates in planning, implementing, operating and maintaining security controls; performs regular vulnerability assessments of production systems to identify weaknesses to bring to the attention of supervisors.
- Participates in all network implementations.
- Assists with the drafting of documentation and reports.
- Performs other related duties as required.

#### IT Service Support:

- Works as part of a team of service coordination staff.
- Assists with the receipt and logging of service requests in the automated request management system.
- Assists with tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
- Assists with the provision of basic training to end-users on the use of standard systems and applications.
- Provides input into the eventual drafts for end-user and/or technical documentation.
- Logs all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, escalation status, and other related metrics.
- Escalates problems/tasks to the appropriate parties in accordance with established procedure; monitors problems to resolution; detects problem patterns and consult with the supervisor to recommend solutions.
- Assists with quality assurance procedures to ensure client satisfaction.
- Keeps abreast of developments in information systems and technology in order to make recommendations to supervisors.
- Serves as a team member for various special projects within CITS.
- Performs other related duties as required.



#### ICT Security/ DRBC:

- Works as part of the team responsible for Disaster Recovery and Business Continuity plan (DRBC) implemented by the Mission.
- Assists with the implementation and testing of DRBC plans, and works within various teams related to DRBC management.
- Installs, operates and maintains multi-user information security systems including firewalls, malware detection/prevention systems, intrusion detection/prevention, network access controls, proxy servers, VPN, encryption, URL and content filtering systems in accordance with organizational technology security standards.
- Provides input for other CITS Units to determine security requirements and integration of these requirements in the system design and operations.
- Maintains security procedures, including user identification and access control processes to specific CITS resources and data.
- Acts upon all security incidents and violations, including reporting them immediately to the CITS Security Coordinator; participates in incidents management activities.
- Assists with the regular security assessments of production and CITS resources to identify potential weaknesses for referral to supervisors; performs risk analysis and provide data for further analysis by supervisors.
- Maintains the scheduled updates for CITS systems with fixes and patches.
- Performs other related duties as required.

#### Competencies

**Professionalism:** Knowledge of IT systems and especially end user equipment, such as desktops, laptops, tablets, SMART phones, network printers. Ability to configure, install and troubleshoot end user equipment. Knowledge of MS Windows OS, Office 365 Suite (Outlook, SharePoint, OneDrive, Teams). Ability to support copiers, projectors, PA systems, mobile phones and office machinery such as laminators, shredders, scanners, etc. 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 the audience. Demonstrates openness in sharing information and keeping people informed.

**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.



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.

### **Work Experience**

At least five (5) years of progressively responsible experience in information systems or related area is required.

Experience in copiers, printers, projectors, PA systems, mobile phones and office machinery such as laminators, shredders, scanners etc. is desirable.

### **Languages**

English and French are the working languages of the United Nations Secretariat. For this position, fluency in English is required. Knowledge of Greek or Turkish is desirable.

### **Assessment**

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

### **Special Notice**

This position is available effective 1 July 2021, subject to budget approval.

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 and geographical diversity in its staff. Female candidates are strongly encouraged to apply for this position.

### **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.