




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

Mission Circular No. / 2025-1102

4 April 2025

To: All UNFICYP, OSASG-Cyprus and CMP Personnel
From: Joel Cohen
Chief of Mission Support 
Subject: **Job Opening # 255633 – Information Technology Assistant (G5)**

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

| <u>Post Title</u> | <u>Office/ Section</u> |
|--|------------------------|
| Information Technology Assistant G5 JO# 255633 | FTS |

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 **02 May 2025**.

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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|-------------------|----------------------------------|------------|------------------|
| Post Title: | Information Technology Assistant | Work Base: | UNPA |
| Office: | Field Technology Section | Category: | General Services |
| Job Opening#: | 255633 | Level: | GL5 |
| Duty Station: | Nicosia HQ | Deadline: | 2 May 2025 |
| 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=255633&PostingSeq=1

Posting Title : INFORMATION TECHNOLOGY ASSISTANT, G5
Job Code Title : INFORMATION TECHNOLOGY ASSISTANT
Department/ Office : United Nations Peacekeeping Force in Cyprus
Location : NICOSIA
Posting Period : 3 April 2025-2 May 2025
Job Opening number : 25-IST-UNFICYP-255633-R-NICOSIA (M)
Staffing Exercise : N/A

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

Org. Setting and Reporting

The position is located in the United Nations Peacekeeping Force in Cyprus. The incumbent will report to the Chief Service Management Unit/Chief Field Technology Section or to his/her designate.

Responsibilities

SERVICE DESK SUPPORT

- Receives and log service requests in the automated request management system.
- Process and complete all assigned service requests promptly, adhering to established Service Level Agreement (SLA)s and Key Performance Indicators (KPI)s.
- Provide clients with advice and guidance on standards, policies, and workflow processes.
- Prepare troubleshooting unified approaches to user support.
- Provides basic technical support on relevant hardware and software systems applications within the designated area.
- Perform quality assurance procedures to ensure client satisfaction.
- Coordinate with internal and external entities to facilitate the resolution of service requests.
- Escalate service requests to higher-tier support when necessary.
- Assists in testing and evaluating new products and technologies.
- Conduct research on new technologies as requested; keeps abreast of developments in the field.

TELEPHONE BILLING SERVICES

- Provide operational technical support to the Telephone Billing unit.

- Support and maintain UNFICYP specialized applications including but not limited to: e-Billing software, Field Support Suit Modules, Azure cloud computing for mobile devices etc..
- Ensures that clear and accurate records of all telephone accounts, documentation and invoices are maintained.
- Follows up on outstanding payments and recovery of charges.
- Ensure that clear and accurate records of all registered telephone subscriptions and all related documentation are maintained.
- Maintains a comprehensive filing system of invoices, statements and correspondence for all telephone systems, including issue and return vouchers for mobile and satellite SIM cards.
- Provide hardware and software support e.g. Mobile devices, Tablets, and Satellite Phones.
- Performs other related duties as required.

ASSETS MANAGEMENT

- Manage assets and equipment, including mobile devices, accessories, expendable items, and spare parts, as well as coordinating their movement across operational areas.
- Utilize enterprise asset management systems to maintain accurate records for expendable and non-expendable assets.
- Monitor and review inventory for accuracy, conduct regular physical checks, and ensure compliance with organizational policies.
- Oversee the distribution, return, and management of assets like SIM cards and related equipment for all personnel.
- Assist in providing technical guidance for the receiving, inspecting, and verification process of incoming assets and supplies.
- Ensure the availability of spare parts and supplies necessary for operations.
- Coordinate scheduled, preventative, and corrective maintenance for ICT equipment.

CONTRACT MANAGEMENT

- Manage contracts and services for telecommunications and related operations.
- Draft Statements of Work (SOW) for various telecommunication services, including mobile plans, data plans, internet services, and telephony systems.
- Evaluate supplier performance based on contractual deliverables and prepare performance reports.
- Participate in technical evaluations for telecommunication contracts to recommend suitable vendors.

OPERATIONS SUPPORT – BUDGETING, PROCUREMENT, REPORTING

- Provide budget inputs for the Units Operations, including narrative justifications
- Responsible for processing Low Value Acquisition Documents (LVA's) for procuring readily available telecommunication goods and services.
- Ensure that all required spare parts and supplies for mobile assets are maintained.
- Provide advice to clients regarding FTS standards, UN policies and workflow processes.
- Prepare and maintain, as and when needed, reports and related statistics on mobile services and equipment.

- Draft and revise mission related Standard Operating Procedures (SOP)s.
- Provide related input for Statement of Work (SOW).
- Participate in the technical evaluation committee.
- Complete quarterly contract performance reports.

Competencies

Professionalism: Demonstrates in-depth knowledge of service desk support, telephone billing services, asset management, contract management, and operations support, including budgeting, procurement, and reporting. Skilled in providing technical support for a variety of hardware and software systems, including mobile devices, tablets, and satellite phones, and proficient in maintaining accurate records for telephone accounts and inventory management. Possesses strong abilities in managing contracts for telecommunication services and evaluating supplier performance. Utilizes enterprise systems to maintain accurate asset records and ensures the availability of spare parts for operations. Expert in drafting Statements of Work (SOW) and supporting technical evaluations for telecommunications contracts. Effectively provides budget input and ensures compliance with organizational policies and UN standards. Consistently meets commitments, deadlines, and achieves results, while demonstrating professionalism through persistence, problem-solving, and calmness in high-pressure situations. Committed to promoting gender equality, ensuring equal participation and involvement of both women and men in all work aspects.

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.

Technological awareness: Keeps abreast of available technology. Understands applicability and limitations of technology to the work of the office. Actively seeks to apply technology to appropriate tasks. Shows willingness to learn new technology.

Education

High school diploma or equivalent is required.

Job Specific Qualifications

ITIL 4 Certification is desirable.

Technical or vocational training in telecommunications or another related field is required.

Work Experience

A minimum of five (5) years of progressively responsible experience in information technology or related areas is required.

Experience with telephone call details records (CDR) and billing software applications systems is required.

Experience in using Microsoft SharePoint, Enterprise Resource Planning Solution, and Azure cloud computing platforms is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in English is required.

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 and geographical diversity 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 or 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.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile 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.