



JOB OPENING

Functional Title & Level:	Information Systems Assistant (GS-4)
Org. Unit:	Communications and Information Technology
Duty Station:	Port-au-Prince
Posting Period:	28 September – 4 October 2017
Job Opening Number:	MINUJUSTH-GJO-2017-008

Special Notice

The purpose of this job opening is to generate a roster of qualified and available candidates to fill anticipated job openings for the **Information System Assistant (GS-4)** positions. Candidates who are successful in the assessment process will be placed on the roster. The selected candidate will be **EXPECTED TO COMMENCE WORK ON 16 OCTOBER 2017**. Candidates who are not successful during the assessment will not be placed on the roster. They will be notified at a later stage. Placement on the roster does not guarantee selection.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply. Staff members are subject to the authority of the Secretary-General and to assignment by him or her. In this context, all staff are expected to move periodically to new functions in their careers in accordance with established rules and procedures.

All interested candidates should submit ONLY their Personal History Profile (PHP) via email at minujsth-recruitment@un.org. Blank PHP and supplementary sheets are available at the MINUSTAH Bulletin Board and at the MINUSTAH website <https://minustah.unmissions.org/offres-emploi>.

Important: Functional title and job opening number MUST be indicated in the subject of your e-mail application in order to be considered for review.

Organizational Setting and Reporting

These positions are located in United Nations Mission for Justice Support in Haiti, (MINUJUSTH). The United Nations' Security Council adopted resolution 2350 (2017) deciding the creation of MINUJUSTH which is mandated to assist the Government of Haiti to strengthen rule of law institutions in Haiti; further support and develop the Haitian National Police; and engage in human rights monitoring, reporting, and analysis among others.

The **Information Systems Assistant (GS-4)** typically reports to the Chief of Section or, Chief of Unit, though this may vary depending on the mission structure and location of these post.

Responsibilities:

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

- Assists in providing support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and application in assigned areas and troubleshooting for various applications i.e., services support, as elaborated in the pages below.
- Assists in providing 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 task related to schedules 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.
- Provide basic training to end-users on the use of standards systems.
- Distribute and deploys new computers and IT equipment in the Mission.
- Cooperates with Assets Management Unit to update the issuance and return to stock items.
- Supports 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.

Competencies

- **Professionalism:** Shows pride in work and 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- **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.
- **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

A minimum of three years of progressively responsible experience in information system analysis, database installation and management and website development, systems administration and maintenance, software application, hardware installation and related work.

Languages

English and French are the working languages of the United Nations Secretariat. Fluency in English or French, (both oral and written) is required; Working knowledge of the other is desirable.

Assessment

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