MINUSTAH JOB OPENING
Internal / External

Job Title & Level:	**Information Technology Assistant GL-4 (Re-Advertisement)**
Department/Office:	**Regional HQ - CITS, Les Cayes**
Location:	**Les Cayes- HAITI**
Posting Period:	**26 December 2016 – 10 January 2017**
VACANCY ANNOUNCEMENT:	**MINUSTAH-NJO-2016-108**

UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY

Special Notice

The United Nations Stabilization Mission in Haiti (MINUSTAH) invites all interested and qualified candidates to apply for the announced job opening. All interested candidates should submit their Personal History Profile (PHP) and copies of their educational diploma/certificates and employment records to Recruitment & Career Development Unit (RCDU) via email at minustah-recruitment@un.org. Blank PHP and supplementary sheets are available at the MINUSTAH Bulletin Board for Internal Candidates and at the MINUSTAH website (http://minustah.unmissions.org/recrutement) for external candidates. Attachments/file size bigger than 14 MB should be sent in batches.

For ease of reference, please include the job opening number indicated above in the subject of your e-mail.

Organization Setting and Reporting Line

This position is located in the Communication and Information Technology Section of United Nations Stabilization Mission in Haiti (MINUSTAH). The Incumbent will report to the CITS Regional Representative in Les Cayes.

Responsibilities:

Within delegated authority, the incumbent shall be responsible for the duties as follow:

- Receive and log problem calls or service requests in the automated tracking system with minimum delay.
- Create and assign service requests in accordance with established procedure;
- Attempt to resolve as many problem calls or service requests on initial contact;
- Diagnose and resolve any hardware, software, or connectivity problem with minimum delay;
- Assist in monitoring personal computers running the UN software delivery system to ensure that software distributions are being delivered correctly.
- Perform first and/or second level desktop troubleshooting, if the problem persists, escalate to higher level in accordance with procedures.
- Provide basic training to end-users on the use of standard systems;
- Log all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, etc.
- Detect problem patterns and recommend solutions;

- Perform tasks related to scheduled service requests, including equipment replacement, equipment repair; equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.;
- Assist in responding to requests from user offices and assist in deploying/configuring systems so as to conform to infrastructure standards.
- Keep abreast of developments in technology both in the UN and in the industry in general;
- Perform other related duties as required.

COMPETENCIES

Professionalism: - Good technical skills, good technical knowledge of hardware and software of IT infrastructure, servers, desktops, laptops, printers, demonstrated ability to apply good judgment in the context of assignment 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas 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 shortcoming.

Education: - High school diploma is required.

Work Experience: -Minimum four (4) years of relevant experience in the information technology field is required.

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

Other skills: Valid Driving License is required and ability to drive 4x4 vehicles with manual gear transmission is desirable.