UNOPS | JOBS

# ICT Senior Assistant

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| Job categories | IT |
| Vacancy code | VA/2021/B5506/22341 |
| Department/office | AR, MMCO, Myanmar |
| Duty station | Yangon, Myanmar |
| Contract type | Local ICA Support |
| Contract level | LICA-5 |
| Duration | Open-ended (subject to organizational requirements, availability of funds, and satisfactory performance) |
| Application period | 11-Aug-2021 to 13-Sep-2021 |

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

## Background Information - Myanmar

Myanmar is one of UNOPS' leading offices in Asia, acting as fund manager for three of the largest development programmes in the country, namely the Access to Health, the Livelihood and Food Security Fund (LIFT) and the Joint Peace Fund (JPF). In addition, UNOPS is Principal Recipient for the Global Fund in Myanmar and for the Global Fund's regional artemisinin-resistance initiative targeting drug resistant malaria in the greater Mekong sub-region. UNOPS also provides procurement, infrastructure and project management services to a wide range of organizations in the country, including the Government of Myanmar, international development partners, other UN agencies, NGOs and INGOs. UNOPS plays a critical role in ensuring that the quality of services provided to its partners meets stringent requirements of speed, efficiency and cost effectiveness.

## Background Information - Job-specific

UNOPS Myanmar has a shared Support Services team. Under the direct supervision of the ICT Senior Officer, the ICT Senior Assistant shall provide users with guidance and first level support by assisting in problem

solution. The ICT Senior Assistant provides day-to-day quality Help Desk support service to staff by providing them with a single point of contact to report problems, to make inquiries, and to get resolutions and answers. The ICT Senior Assistant will be responsible for the following duties:

**Functional Responsibilities**

**(1) ICT Management**

- Assist to ICT officer to develop/implement ICT Plan.
- Supervise hardware maintenance provided by vendors.

**(2) Network and Server Administration**

- Administration and maintenance of MS Windows Server 2008/2012 Server.
- Administration of G Suite Admin Console, Manage Setting, Users & Devices, etc
- Maintenance of workstations, printer/copiers and ICT equipment.
- Management and administration of UNOPS data backup system.
- Maintenance of Cisco and Dell WAN/LAN equipment.
- Maintenance of communication equipment (VSAT, Fiber Optic Link, Wireless and VHF radio, etc.).
- Administration and maintenance PABX system.
- Maintenance of Video and Audio conferencing equipment and ICT equipment.

**(3) User Support**

- Install the workstation and require ICT facilities for users.
- Provide hardware and software troubleshooting support to the office, seeking technical advice and support from ICT colleagues as required.
- Support desktop operating system, standard Windows software, and various UNOPS customized systems.
- Support G Suite Applications and related issues
- Provide staff training on all hardware, software, file management/maintenance and LAN systems if need.
- Propose tools and methods for improving the desktop working environment
- Ensure optimal quality services by maintaining ownership of all reported problems until appropriate resolution is reached and communicated to the person reporting the problem.
- Assist to ICT team on finding out solution for the ICT related issues.

**(4) Administration**

- Maintenance of an up-to-date inventory of software and hardware.
- Maintenance of a library of ICT related reference materials.
- Maintenance of the inventory and stock of supplies and spare parts.
- Provide management escalation and client notification of technology issues, as needed.
- Perform other related duties as required.

**(5) Report**

- Report to ICT officer the status of hardware conditions and advise if need to replace.
- Report to ICT officer about frequently issues.
- Report to ICT officer immediately if there is errors on critical network equipment.

**Monitoring and Progress Control**

- The ICA holder will directly report to the ICT Officer and make contributions as per the TOR.

**Final Product**

- Provide day to day support to users and perform maintain ICT system environment to ensure system availability.

## Education/Experience/Language requirements

**Education**

- High school diploma is required.
- A Bachelor or master's degree in computer science or related field will be considered a strong asset

**Experience**

- (5) years of experience in Information Technology functions are required in combination with a high school degree.
- A BA or a MA degree may substitute for some or all the required years of experience respectively
- Minimum (3) years of LAN and Desktop operating systems, graphics software, electronic mail systems, and related tools and techniques are required

**Language Requirements**

- Fluency in English and Myanmar languages required.

## Competencies




Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.




Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.




Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).




Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.




Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.




Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.




Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

## Contract type, level and duration

Contract type: Local Individual Contractor Agreement
Contract level: LICA 5/ICS 5
Contract duration: Open ended (subject to organizational requirements, availability of funds, and satisfactory performance)

For more details about the ICA contractual modality, please follow this link: https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx (https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx)

**Note that this is a Local position and only Myanmar Nationals are eligible to apply.**

## Additional Considerations

- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- **Qualified female candidates are strongly encouraged to apply.**
- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- For retainer contracts, you must complete a few Mandatory Courses (around 4 hours) in your own time, before providing services to UNOPS.
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

*It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.*

## Background Information - UNOPS

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

**Working with us**

UNOPS offers short- and long-term work opportunities in diverse and challenging environments across the globe. We are looking for creative, results-focused professionals with skills in a range of disciplines.

**Diversity**

With over 4,000 UNOPS personnel and approximately 7,000 personnel recruited on behalf of UNOPS partners spread across 80 countries, our workforce represents a wide range of nationalities and cultures. We promote a balanced, diverse workforce — a strength that helps us better understand and address our partners' needs, and continually strive to improve our gender balance through initiatives and policies that encourage recruitment of qualified female candidates.

**Work life harmonization**

UNOPS values its people and recognizes the importance of balancing professional and personal demands.

**DISCLAIMER**

The screening of your application will be conducted based on the information in your profile. Before applying, we strongly suggest that you review your UNOPS Jobs profile (https://jobs.unops.org/pages/User/CreateProfile.aspx) to ensure completeness, especially the education and experience sections.

**RELEVANT STORIES**

- "I am very proud to be a member of the UNOPS family. The projects and partners we work with really benefit those who need it most"

  **Vicente Huaquisto**
  Driver At Unops In Peru

- "Each place that I work in has so much history and culture to explore and I am lucky enough to enjoy it all, while helping improve the health of local communities"

  **Nang Shri Seng Lao**
  Unops Logistics Officer, Myanmar

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