

# UNITED NATIONS INTERNATIONAL RESIDUAL MECHANISM FOR CRIMINAL TRIBUNALS

Associate Information Systems Officer, P-2

DEADLINE FOR APPLICATIONS	:	19 January 2019
DATE OF ISSUANCE	:	21 December 2018
OFFICE	:	Registry/ ITSS
LOCATION	:	Arusha
JOB OPENING NUMBER	:	18-IST-RMT-108999-R-ARUSHA (R)

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

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## Organizational setting and Reporting:

The Position is located in the Information Technology Services Section (ITSS) of the International Residual Mechanism for Criminal Tribunals (“Mechanism”) at the Arusha Branch. The incumbent will work under the direct supervision of the Information Systems Officer.

## Responsibilities:

- Participates in preparing user requirements and other technical specifications.
- Assists in the design, development and installation of information systems.
- Undertakes rigorous testing and proving of applications software.
- Maintains assigned portions of systems, providing operational support for system’s applications, analyzing and implementing system changes/upgrades, etc.
- Coordinates and supports a wide spectrum of Information Communication Technology (ICT) services to the end users including, but not limited to; workstations and standard office automation software, telephones, printers, scanners, e-mail services, and Video Conferencing services.
- Participates in developing and maintaining Information Systems project plans, schedules, and budgets. Assists in identifying appropriate human and technical resources to complete the project, assists in assuring that deviations from project schedule are addressed and communicated, assists in developing timely project status reports, monitoring project risk factors, escalating project issues, and providing Quality Assurance for all project deliverables.
- Controls the Life Cycle Management and Accountability of ICT assets, distributed throughout the Arusha Office.
- Prepares, updates and maintains system’s documentation and related technical/procedural manuals.
- Assists in procurements, including conducting needs assessments and benchmarks, preparing technical specifications and evaluation criteria.
- Assists in the set-up and monitoring of software performance measures.
- Responsible for the provision of IT Service Management ITIL based and participates in Helpdesk support services.
- Participates in facilitating communications between ITSS and its clients for good client relations and be responsible for small to medium client accounts.
- Assists in the development of Service Level Agreements (SLAs) between the client and ITSS, for either specific IT services or general technology support, including any charge back mechanisms.
- Advises users on the most suitable hardware and software for different tasks; maintains and enhances software.
- Participates with senior staff in assessing and testing new technology.
- Performs ad hoc duties as required.
- May provide guidance to new/junior staff.

## Core Competencies:

- **Professionalism:** Knowledge of at least two programming languages, basic systems analysis and design techniques, testing, debugging, and documentation standards, database design, storage and internal systems. 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.
- **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.
- **Commitment to Continuous Learning:** Keeps abreast of new developments in own occupation/profession. Actively seeks to develop oneself professionally and personally. Contributes to the learning of colleagues and subordinates. Shows willingness to learn from others. Seeks feedback to learn and improve.

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## QUALIFICATIONS

### Education:

Advanced university degree (Master’s degree or equivalent) in computer science, information systems, mathematics, statistics or related field. A first level university degree in combination with two additional years of qualifying experience may be accepted in lieu of an advanced university degree. Supplemental courses/technical certificates in software systems development or other related field may be advantageous.

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## Experience:

Minimum of 2 years of relevant and progressive technical experience in IT experience in service support, software support and assets management are required. Experience in utilizing UN office automation tools, and experience in support of Microsoft Windows technologies (Windows applications, SQL Server and .Net applications) is highly desirable. Experience providing IT support to a court or tribunal might be advantageous.

## Language:

English and French are the working languages of the International Residual Mechanism for Criminal Tribunals. For the post advertised, fluency in oral and written English is required; knowledge of French is desirable. Knowledge of Swahili is an advantage.

## Assessment Method:

There may be a technical test followed by a competency-based interview.

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## Special Notice:

Current UN staff at the GS and FS level who meet the eligibility requirements are exceptionally permitted to apply. If selected, certain conditions will apply. All offers of appointment are subject to budgetary approval.

The appointment is limited to the International Residual Mechanism for Criminal Tribunals. Appointment of the successful candidate on this position will be limited to the initial funding of the post. Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. As the international tribunals are not integrated in the Secretariat, UN Staff Members serve on assignment or secondment from their parent department/office if selected. Appointments of staff members in the United Nations are subject to the authority of the Secretary-General. Staff Members are expected to move periodically to new functions in accordance with established rules and procedures, and may in this context be reassigned by the Secretary-General throughout the Organization based on the changing needs and mandates.

## NOTE FOR PREVIOUSLY ROSTERED CANDIDATES

Roster candidates must express their interest and availability for published job openings by submitting an updated PHP and cover letter.

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## No Fee:

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON BANK ACCOUNTS.

## 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 or sexual abuse, or crimes other than minor traffic offences, 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.

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.

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.

## HOW TO APPLY:

All applications must be submitted through the UN *inspira* portal. The Mechanism is not able to accept applications for this vacancy via email.

Internal applicants may go to <https://inspira.un.org>

External applicants may go to <https://careers.un.org>

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