

United Nations International Residual Mechanism for Criminal Tribunals

Information Systems Assistant, FS-5

DEADLINE FOR APPLICATIONS	:	25 October 2022
DATE OF ISSUANCE	:	26 September 2022
OFFICE	:	Registry/Administration
LOCATION	:	Arusha
JOB OPENING NUMBER	:	22-IST-RMT-191423-R-ARUSHA (R)

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

Organizational setting and Reporting:

This position is located in the Administrative Section of the Registry of the United Nations Mechanism for International Criminal Tribunals (UNMICT) (Arusha), the incumbent will be responsible for supporting the Information Technology work at the Arusha branch. The incumbent will report to Information Systems Officer. **Appointment of the successful candidate to this position will be subject to budgetary approval.**

Responsibilities:

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

- Responsible for the provision of IT Service Management; coordinates and supports the Service Desk services; facilitates communications between ITSS and its clients for good client relations; advises users on the most suitable hardware and software for different tasks;
- Controls the Life Cycle Management and Accountability of ICT assets, distributed throughout the Arusha branch and Kigali Office.
- Assists in procurements, including conducting needs assessments and benchmarks, preparing technical specifications and evaluation criteria.
- Manages the installation, configuration, testing and commissioning various telecommunication (Satellite Earth-station and Radio Communication) equipment.
- Maintains, configures, upgrades, and manages the Unified Voice Communication systems to include any necessary re-programming, upgrades and technical modification.
- Carry out preventive and corrective maintenance of all LAN / WAN hardware and systems under her/his control. Serve as a focal point in the development of efficient procedures to design, install and maintain LAN-based systems, including office automation applications as well as focal point for resolving operational problems.
- Administer all network-based systems including active directory, operating systems, network-based applications and all mail systems. Develop scripts to automate routine server administration and management tasks.
- Assist in providing technical requirements, such as memory requirements, storage, performance, etc., for the purchase of servers, workstations and other equipment for connection to the LAN/WAN.
- Establish and implement procedures to ensure efficient backup/restore procedures of critical data.
- Collect various statistics on the performance and reliability of server systems, and produce pertinent reports.
- Maintain the documentation of server systems, pertinent to operations and system administration.
- Any other *ad hoc* duties as required.

Core Competencies:

- **Professionalism:** Substantial experience in information technology/information management particularly in the area of service delivery and support of wide-ranging ICT services, telecommunication and assets management.. Experience providing first and second line support for Windows server operating systems on a Windows Domain; Microsoft Office; Network Printers server. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work. 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. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects 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.
 - **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.
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QUALIFICATIONS

Education:

High school diploma or equivalent; demonstrated ability to use computer technology. The candidate must have completed in Information Technology Infrastructure Library (ITIL) training at the Foundation Level.

Work Experience:

At least eight (8) years of progressively responsible experience in Information Systems and Technology, or related area is required. Two years' experience in managing and coordinating the delivery of ICT service support is desirable. Experience in the field of ICT asset management and inventory control is desirable. Certification in IT Infrastructure Library (ITIL) foundation or IT Service Management related certification is desirable.

Languages:

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

Assessment Method:

There may be an assessment exercise for qualified candidates followed by a competency-based interview.

Special Notice:

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

The appointment is limited to the International Residual Mechanism for Criminal Tribunals. ***Appointment of the successful candidate to this position will be subject to budgetary approval.** 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.

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 and 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.

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.

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, 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.

The paramount consideration in the appointment, transfer, or promotion of staff shall be the necessity of securing the highest standards of efficiency, competence, and integrity. By accepting an offer of appointment, United Nations staff members are subject to the authority of the Secretary-General and assignment by him or her to any activities or offices of the United Nations

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in accordance with staff regulation 1.2 (c). In this context, all internationally recruited staff members shall be required to move periodically to discharge new functions within or across duty stations under conditions established by the Secretary-General.

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>
