

Posting Title : SENIOR INFORMATION TECHNOLOGY ASSISTANT,
G7
Job Code Title : SENIOR INFORMATION TECHNOLOGY ASSISTANT
Department/ Office : International Residual Mechanism for Criminal Tribunals
Location : THE HAGUE
Posting Period : 21 November 2024-20 December 2024
Job Opening number : 24-IST-RMT-248032-R-THE HAGUE (R)
Staffing Exercise : N/A

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

Org. Setting and Reporting

This position is located in the Information Technology Services Section, Registry, under the supervision and direction of the Associate Information Systems Officer, Operations Unit.

Responsibilities

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

Desktop Administration and Configuration

- Provides full range of technical assistance and team supervision in the area of desktop administration and support.
- Plans, schedules, and co-ordinates the work of the team.
- Distributes work assignments to members of the team and monitors progress.
- Provides guidance and training to new/junior staff.
- Coordinates with other organizational units on issues that affect desktop administration and configuration.
- Establishes procedures to monitor all personal computers running the ITSS software delivery system to ensure that software distributions are being delivered correctly.
- Oversees software distribution updates, scripting, testing and support.
- Performs research into new versions of centrally supported software and manage beta testing, production rollout and post production support.
- Performs second level desktop troubleshooting in conjunction with the Service Desk.
- Provides technical advice to clients when necessary.

- Designs and establishes internal databases and files.
- Performs other related duties as required.

Service Installation and Support

- Supervises a team of installation or support staff.
- Ensures that calls or service requests are logged and tracked in the automated tracking system with minimum delay.
- Acts as problem escalation point for staff at lower levels.
- Diagnoses and resolves more complex hardware, software, or connectivity problems with minimum delay.
- Escalates problems/tasks to the appropriate parties in accordance with established procedure.
- Designs and implements solutions for simple problems.
- Assists in research and resolution of more complex problems.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Provides orientation and training to technical staff.
- Provides training to end-users on the use of standard systems and applications.
- Draft end-user and/or technical documentation.
- Generates workload and performance reports on a regular basis.
- Assists in the design and continuous improvement of the automated tracking system.
- Performs other related duties as required.

Service Coordination

- Supervises all staff and oversees the operations of the Application Support Team.
- Ensures that all requests are logged and tracked with minimum delay.
- Ensures that quality assurance procedures are implemented.
- Distributes work assignments and monitors progress.
- Liaises with other areas of ITSS to facilitate completion of service requests.
- Acts as the client contact point for ITSS services.
- Provides advice to clients regarding ITSS standards and workflow processes.
- Establishes and documents workflow procedures for simple ITSS requests.
- Assists in the design and documentation of more complex workflow procedures.
- Assists in the design and continuous improvement of the automated request management system.
- Keeps abreast of latest ITSS standards and technology.
- Generates workload and performance reports on a regular basis.
- Performs other duties as required.

Software Support and Systems Administration

- Primarily responsible for the administration of courtroom discovery and transcription client/server systems. Provides continuing analysis and review of these and provides recommendations as to their effective and efficient use throughout the trial process.
- Creates and configures cases and related user security groups in courtroom systems,

ensuring they meet all organizational and user requirements and established standards, in close coordination with Court Management, Chambers and Trial teams.

- Directly assists and enables trial teams (OTP/ADC) in the disclosure and importing of trial documentation.
- Ensures high availability of these courtroom systems through equipment fail-over planning, database management, data integrity verification, and data preservation.
- Proactively monitors and provides analysis for courtroom systems performance, forecasts requirements and makes system and data storage expansion recommendations and executes necessary changes.
- Manages the provision of training in the use of courtroom systems where necessary.
- Ensures effective support and maintenance for a wide range of in-house and commercial legal software and systems covering areas such as evidence management, witness coordination, case tracking, and disclosure processes.
- Supervises all efforts and activities of courtroom systems support staff.

Web Administrator and Developer (official IRMCT websites)

- Primarily responsible for user administration, system administration and ongoing maintenance of the content management systems for the main IRMCT.org website, ICTY.org and ICTR.org legacy websites, staging platforms (for each production website).
- Leads the continuing development and maintenance of multi-language website frontends (within and outside the CMS) using relevant and appropriate web technologies.
- Responsible for creating and editing structural website information at higher level CMS access (such as case and accused profiles).
- Responsible for the production and editing of website graphics assets using the Adobe Creative Suite of applications.
- Responsible for the management and administration of website analytics for all IRMCT official websites.

Other

- Assists with the collection and analysis of data as well as preparation of data presentations and reports for information sharing, responding to queries, knowledge management, planning and decision making.
- Assists with visualizations and updating information material such as web pages or brochures.

Competencies

- **Professionalism:** Knowledge of information technology and applications, including computer system networks. Good technical skills, ability to conduct network maintenance, provide server services and user support. Proven ability and skills to communicate complex and technical matters to diverse audiences, orally and in writing. 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. Able to perform analysis, modeling and interpretation of data in support of decision-making.

- **Planning & Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

- **Accountability:** Takes ownership of all responsibilities and honors commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Education

High school diploma or equivalent is required.

Job Specific Qualifications

Work Experience

A minimum of ten (10) years of relevant and progressive responsible experience in information technology, with a focus on application support, direct user assistance, asset management or related areas is required. The minimum years of relevant work experience is reduced to eight (8) years for candidates who possess a first level university degree or higher.

At least five (5) years of experience in the deployment, support, and license administration of software such as ZyImage Suite, Casemap, Trados, and Adobe Creative Cloud Suite is desirable.

At least five (5) years of experience in system support within a courtroom or legal environment, specifically involving technologies for electronic discovery, real-time transcripts, and legal document management and with its related software such as Ringtail, IPro eScanIT, LiveNote, and Transcend are desirable.

At least seven (7) years of experience in web design and administration is desirable.

At least seven (7) years of experience with web technologies, such as PHP, HTML5, JavaScript, CSS, and MySQL, and content management systems (e.g., Drupal), is desirable.

Experience in managing third-party web hosting software and utilizing open-source technologies is desirable.

Working experience in UN International Criminal Tribunals is desirable.

Languages

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

NOTE: Fluency equals a rating of "fluent" in all four areas (read, write, speak, understand) and "knowledge of" equals a rating of "confident" in two of the four areas.

Assessment

Evaluation of qualified candidates may include an assessment exercise which may be followed by 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 for one (1) year period. Appointment of the successful candidate on this position will be subject to budgetary approval. 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.

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.

Reasonable accommodation may be provided to applicants with disabilities upon request, to support their participation in the recruitment process.

By accepting a letter of appointment, staff members are subject to the authority of the Secretary-General, who may assign them to any of the activities or offices of the United Nations in accordance with staff regulation 1.2 (c). Further, staff members in the Professional and higher category up to and including the D-2 level and the Field Service category are normally required to move periodically to discharge functions in different duty stations under conditions established in ST/AI/2023/3 on Mobility, as may be amended or revised. This condition of service applies to all position specific job openings and does not apply to temporary positions.

Applicants are urged to carefully follow all instructions available in the online recruitment platform, inspira, and to refer to the Applicant Guide by clicking on "Manuals" in the "Help" tile 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.

No Fee

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