



United Nations Assistance Mission for Afghanistan (UNAMA)
INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT

Vacancy No.	45/06/2022
Post Title	Information Systems Assistant
Level	GL-4 (Temporary Appointment)
Organizational Unit	Field Technology Section
Location	Kabul HQ
Number of posts	01
Issuing Date	09/06/2022
Closing Date	16/06/2022
Duration	Until 31 October 2022

Qualified female candidates are highly encouraged to apply

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

DUTIES AND RESPONSIBILITIES

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

- Assists in providing support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshooting for various applications i.e., service support.
- Assists in providing timely and efficient IT support to all mission components and sites.
- Receives and logs problem calls or service requests in the automated tracking system.
- Attempts to resolve problem calls or service requests on initial contact.
- Diagnoses and resolves relatively simple hardware, software, or connectivity problems.
- Assists Network Unit to provide network connectivity in the mission area and all team sites.
- Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation / uninstallation, software installation, LAN connection, returns to stock, etc.
- Escalates problems to the appropriate parties in accordance with established procedures.
- Provide basic training to end-users on the use of standard systems.
- Distributes and deploys new computers and IT equipment in the mission.
- Cooperates with Assets Management Unit to update the issuance and return to stock items.
- Supports the Help Desk management in the absence of supervisor.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Identify and diagnose issues and problems
- Advise users on appropriate course of action
- Provide essential security advice and support
- Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services.
- Making recommendations to optimize IT performance and to prevent future problems.
- Collaborating with internal departments to ensure that IT needs are met.
- Performs other related duties as required.

QUALIFICATIONS AND EXPERIENCE

Education: High school diploma or equivalent is required.

Work Experience: A minimum of two (2) years of progressively responsible experience in information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work is required. Experience in TV System and Security X-Ray Machine maintenance is desirable.

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. Fluency in oral and written Pashto/Dari is required.

Special measure: The minimum work experience for GL-4 is reduced to two (2) year, instead of the standard minimum required work experience of three (3) years. The special measure is extended until 31 December 2022 reduces the minimum required years of relevant work experience for filling positions for UNAMA General Service and National Professional Officer positions. The special measure is applicable to all applicants.

UN CORE VALUES AND COMPETENCIES

Professionalism: Shows persistence when faced with difficult problems or challenges. 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.

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.

APPLICATIONS

- UNAMA will only accept properly completed and signed Personal History Form (P.11) received by email before the closing date. CVs or Resumes will not be considered nor will late submissions after closing date. Any information provided on the P.11 form will be considered binding.

Applicants must accurately complete, sign and date the United Nations Personal History form (P.11) and submit the duly completed signed P.11 by e-mail to: unamava_support@un.org

- **Important Note:** Applicants should copy and paste the Vacancy Announcement (VA) Number which is **VA#45/06/2022** into the email subject line when submitting the duly completed and signed P.11 Form and the required documents. Please do not add any other information in the subject line of your email except **VA#45/06/2022**. Please do not add any additional words or space in the VA Number. **Applications received without a VA Number will not be considered.**
- The selected candidates will be subject to a reference checks process to verify the information provided in the P.11 form.
- Only applicants who are short-listed will receive an acknowledgement within four (4) to six (6) weeks from the deadline indicated on the VA.

Required documents to be submitted along with the signed and completed UN P.11:

- **Serving UN staff members:** In addition to the completed and signed P.11, scanned copies of two most recent e-Performance Evaluation Reports must be submitted with the application.
- **For External applicants:** In addition to the completed and signed P.11, scanned copies of two most recent performance evaluation reports or if not available, two reference letters. If the applications received do not contain the latest two performance evaluation reports candidates must provide a short explanation as to why they are not available.

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 in applicants bank account.

Applicants are reminded that the United Nations cannot appoint a person who is the father, mother, son, daughter, brother, or sister of a staff member. For this reason, applicants are required to disclose at the time of their application, whether they bear any of the above relationships to a staff member of UNAMA or any other UN entity which is part of the Secretariat. In addition, selected candidates would be required

to complete a family declaration form prior to assuming their duties with the Mission. Failure to disclose any of the above relationships constitutes a material omission, that could lead to termination or dismissal from the United Nations.

The necessity for ensuring the highest standards of efficiency, competence and integrity remain the paramount considerations in the employment of personnel. To ensure fairness and transparency, selection will be made on a competitive basis through a selection panel.