



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

<b>Vacancy No.</b>	<b>09/04/2019</b>
<b>Post Title</b>	<b>Information Systems Assistant</b>
<b>Level</b>	<b>GL-5</b>
<b>Organizational Unit</b>	<b>Field Technology Section</b>
<b>Location</b>	<b>Kabul HQ</b>
<b>Number of posts</b>	<b>1</b>
<b>Issuing Date</b>	<b>08/04/2019</b>
<b>Closing Date</b>	<b>22/04/2019</b>

**Important note:** UNAMA will only accept properly completed and signed Personal History Form (P.11) received before closing date. **CVs or Resumes** will not be considered nor will late submissions after closing date.

**DUTIES AND RESPONSIBILITIES**

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

- Provides support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshoots for various applications i.e., service support, as elaborated in the pages below.
- Provides 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.
- Provides 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.
- Takes charge of 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.
- Performs other related duties as required.

**QUALIFICATIONS AND EXPERIENCE**

**Education:** High school diploma or equivalent is required.

**Work Experience:** A minimum of four (4) 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.

**Languages:** Fluency in English and Pashtoo or Dari languages are required.

**Special Measure:** The minimum work experience for GL-5 with a High School Certificate is reduced to 4 years, instead of the standard minimum requirement work experience of 5 years. The special measure approved by the Office of Human Resources Management (OHRM)-UNHQ, is further extended until 31 May 2019 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.

**Integrity:** Demonstrates the values of the United Nations in daily activities and behaviours; acts without consideration of personal gain; resists undue political pressure in decision-making; does not abuse power or authority; stands by decisions that are in the Organization's interest, even if they are unpopular; takes prompt action in cases of unprofessional or unethical behavior.

**Respect for Diversity:** Works effectively with people from all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making; examines own biases and behaviors to avoid stereotypical responses; does not discriminate against any individual or group.

**Teamwork:** Works collaboratively with colleagues to achieve organizational goals. Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others. Places team agenda before personal agenda. Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position. Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

**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.

## **APPLICATIONS**

- **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.**
- Applicants must accurately complete, sign and date the United Nations Personal History form (P.11) and forward the duly completed signed P.11 copy by e-mail to: [unamava\\_support@un.org](mailto:unamava_support@un.org)
- **Required documents: Serving UN staff members: The two most recent e-**

**Performance Evaluation Reports must be submitted with the application.**

- **For External applicants:** 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.
- **Applicants should indicate VA Number as VA#09/04/2019 in the email subject line when submitting duly completed and signed P.11 Form. UNAMA will not consider any applications received without VA Number in the email subject line and after the closing date of the VA. Incomplete P.11 will not be accepted.**
- Please note that any information provided on the P.11 form will be considered binding.
- **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 two weeks from the deadline indicated on the VA.

**Qualified female candidates are highly encouraged to apply**

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.