



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

Vacancy No.	44/06/2022
Post Title	Associate Information Systems Officer
Level	NO-B (Fixed-Term Appointment)
Organizational Unit	Field Technology Section
Location	Herat Field Office
Number of posts	01
Issuing Date	09/06/2022
Closing Date	23/06/2022
Duration	One (1) year

Qualified female candidates are highly encouraged to apply

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

DUTIES AND RESPONSIBILITIES

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

- Participates in preparing user requirements and other technical specifications.
- Assists in the design, development and installation of information systems.
- Undertakes analysis of well-defined modules within the system, develop enhancements and new features to existing systems; may design and implement small, stand-alone systems as needed (e.g. to meet individual user requirements).
- 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.
- 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.
- Writes and develops programs to interface with existing systems.
- Ensures data security and integrity.
- Participates in developing disaster recovery plans.
- 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.
- Participates in Helpdesk support services.
- Participates in facilitating communications between FTS 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 FTS, 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.
- Develops detailed system and other functional specifications and user documentation for major systems related to networking, ICT Infrastructure, Network Operations, Cisco Firewalls, Switches and Routers, Wireless LAN, Web Filtering, VPN, ISE, and Office 365.
- Maintains, upgrades or enhances existing networks, ICT Infrastructure, user systems; troubleshoots and provides continuing user support, to include resolving difficult problems, advising on the use of new techniques, monitoring transactions to measure performance and continued effectiveness of assigned systems.
- Designs and maintains ICT Infrastructure components that require integration of many interrelated systems and program elements; ensures appropriate data security and access controls considering both local and wide area issues.
- Researches, analyzes and evaluates new technologies and makes recommendations for their deployment.

- Participates in writing reports and papers on systems-related topics, system requirements, information strategy.
- Handles all aspects of contract administration including establishment of service level agreements with vendors and chargeback policy for users.
- Drafts training materials and conducts training sessions and demonstrations of systems for users.
- Participates with senior staff in assessing and testing new technology.
- Performs ad hoc duties as required.
- May provide guidance to new/junior staff.

QUALIFICATIONS AND EXPERIENCE

Education: Advanced university degree in Computer Science, Information Systems Management, Communication Technology or other leadership related field with ICT experience is required. A first level university degree with two additional years of relevant experience may be accepted in lieu of the advanced university degree.

Work Experience: A minimum of one (1) years of progressively responsible experience in planning, design, development, implementation and maintenance of computer information systems or related area is required.

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. Fluency in oral and written Dari and Pashto is desirable.

Special measure: The minimum work experience for NO-B with a relevant master's degree is reduced to one (1) year, instead of the standard minimum required work experience of two (2) years, and it is reduced to two (2) years, instead of the standard minimum required work experience of four (4) years with a relevant bachelor's degree, subject to approval of the special measure. 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.

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.

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.

MANAGERIAL COMPETENCIES

Leadership: Serves as a role model that other people want to follow. Empowers others to translate vision into results. Is proactive in developing strategies to accomplish objectives. Establishes and maintains relationships with a broad range of people to understand needs and gain support. Anticipates and resolves conflicts by pursuing mutually agreeable solutions. Drives for change and improvement; does not accept the status quo. Shows the courage to take unpopular stands.

Judgment/Decision-making: Identifies the key issues in a complex situation and comes to the heart of the problem quickly. Gathers relevant information before making a decision. Considers positive and negative impacts of decisions prior to making them. Takes decisions with an eye to the impact on others and on the Organization. Proposes a course of action or makes a recommendation based on all available information. Checks assumptions against facts. Determines that the actions proposed will satisfy the expressed and underlying needs for the decision. Makes tough decisions when necessary.

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#44/06/2022** 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#44/06/2022**. 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.