ICT Associate

Job title:	**ICT Associate**
Level:	**GS-6**
Position Number:	**171795**
Location:	**Kathmandu, Nepal**
Full/Part time:	**Full-Time**
Fixed term/Temporary:	**Fixed Term**
Rotational/Non-Rotational:	**Non-Rotational**
Duration:	**One year (renewable)***

The Position:

The ICT Associate position is located in Kathmandu in Nepal Country Office (CO). The incumbent reports to the International Operations Manager and may be responsible for supervising other support staff in the team. The ICT Associate assists in the implementation of ICT policies and standards, provides ICT and administrative support services and daily technical support to end users and is forward looking by supporting the management with planning and implementation.

How you can make a difference:

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA's strategic plan, focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end gender-based violence and harmful practices.

In a world where fundamental human rights are at risk, we need principled and ethical staff, who embody these international norms and standards, and who will defend them courageously and with full conviction.

UNFPA is seeking candidates that transform, inspire and deliver high impact and sustained results; we need staff who uphold the values enshrined in the United Nations Charter, who are transparent, exceptional in how they manage the resources entrusted to them and who commit to deliver excellence in programme results.

Job Purpose:

You will support the management of the organisation's resources, assisting in implementing ICT standards and applications, managing data, information and workflow. You will provide ICT and administrative support services and daily technical support to Nepal CO staff.

You would be responsible for:

- Supporting the implementation of ICT management systems and strategies; complying with corporate information technology standards for the CO, supporting the use of

Enterprise Resource Planning systems and Cloud-based systems/resources for improved business results and improved client services;

- Ensuring effective functioning of CO hardware and software packages; performing technical functions, including assisting with the installation and repair of commercial and in-house hardware and software applications; assisting with routine repairs, application management, maintaining IT/supplies inventory; monitoring of server traffic and performance; provision of support in backing up and restoring files, and virus prevention; responds to user needs and questions;

- Ensuring ICT security through restriction of administrative rights to prevent the loading of unauthorised software; ensuring the office IT security hardware and software are up-to-date at all times, including virus/malware detection, removal and prevention; ensuring that desktops, laptops and server passwords and related policies are in line with established corporate standards;

- Supporting networks/internet administration, ensuring optimal performance at all times, including the establishment of offsite backup, backup logs and restoration procedures; trouble-shooting network problems and responding to user needs regarding network access or issues;

- Providing administrative support by managing software, hardware and parts, including the maintenance of an up to date inventory of IT resources; maintaining CO databases and providing orientation and coaching to staff; maintaining a library of ICT related reference materials; preparation of statistical reports as required.

- Coordinate with the Regional ICT Specialist during implementation of corporate ICT rollouts.

- Ensuring and supporting optimal performance of phones, teleconferencing, webinars, video conferencing and other communications.

- Is forward looking and supports the management for purchase and installation of software/hardware in line with organisational specifications to strengthen and allow the office to perform at an optimal level.

- Is able to support the office with procuring and maintaining of security related software/hardware which could include CCTVs, CCTV software and hardware.

- Liaise with Electrical Engineers/Technicians or electricians to ensure that office electrical load and capacities are always relevant; generators/solar systems are maintained and performing at optimal levels; maintains a stock of supplies and spare parts as part of office continuity plans; keeps a record/log of maintenance, and ensure timely procurement of necessary maintenance and parts.

- Represents UNFPA in Operations Management Team working groups and inter-agency meetings, including for Business Operations Strategy activities.

- Performs any other duties assigned by the Country Office leadership.

Qualifications and Experience:

Education:

Completed Secondary Level Education required. University Degree in Computer Science desirable.

Knowledge and Experience:

- Relevant certifications in hardware and software management and application including Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA);
- 6 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based and Cloud-based packages/applications;
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Working experience in ICT humanitarian response is a plus;
- Experience in client support, such as, a Helpdesk or User Support Unit.

Languages:

Fluency in oral and written English and Nepali. Other UN languages are an asset.

Required Competencies:

Values:	**Functional Competencies:**
• Exemplifying integrity, • Demonstrating commitment to UNFPA and the UN system, • Embracing cultural diversity, • Embracing change	• Managing the organization's resources • Developing ICT standards and applications • Managing data, information and workflow
Core Competencies: • Achieving results, • Being accountable, • Developing and applying professional expertise/business acumen, • Thinking analytically and strategically, • Working in teams/managing ourselves and our relationships, • Communicating for impact	

Compensation and Benefits:

This position offers an attractive remuneration package including a competitive net salary plus annual leave, health insurance and other benefits as applicable.

No expectancy of renewal in accordance with UN Staff Regulations 4.5

Disclaimer:

UNFPA does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. Fraudulent notices, letters or offers may be submitted to the UNFPA fraud hotline http://www.unfpa.org/help/hotline.cfm
In accordance with the Staff Regulations and Rules of the United Nations, persons applying to posts in the international Professional category, who hold permanent resident status in a country other than their country of nationality, may be required to renounce such status upon their appointment.