



UNITED NATIONS DEVELOPMENT PROGRAMME GENERIC JOB DESCRIPTION

I. Position Information

Job code title: **ICT Support Assistant**
Pre-classified Grade: ICS-5
Supervisor: ICT Specialist/Analyst/ Associate

II. Organizational Context

Under the guidance and direct supervision of the ICT Specialist/Analyst or Associate, the ICT Support Assistant provides ICT and administrative support services to the ICT unit, provides daily technical support to users of information management tools and technology infrastructure. The ICT Support Assistant promotes a client-oriented approach.

The ICT Support Assistant works in close collaboration with the Front Office, Management Support and Business Development, Programme and Operations teams in a large CO and UNDP HQ staff for resolving complex ICT-related issues.

III. Functions / Key Results Expected

Summary of key functions:

- ☐ Implementation of ICT management systems and strategies
- ☐ Effective functioning of the CO hardware and software packages
- ☐ Support to networks administration
- ☐ Provision of administrative support
- ☐ Facilitation of knowledge building and knowledge sharing

1. Supports **implementation of ICT management systems and strategies**, focusing on achievement of the following results:

- ☐ Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment.
- ☐ Provision of inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures (SOPs).
- ☐ Provision of inputs to preparation of results-oriented workplans.

2. Ensures **effective functioning of the CO hardware and software packages**, focusing on the achievement of the following results:

- ☐ Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- ☐ Assistance in the installation of commercial and in-house developed software and related upgrades
- ☐ Assistance in upgrading patch and anti-virus programs on a timely basis.
- ☐ Monitoring of file server traffic, usage and performance on a frequent and regular basis.
- ☐ Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.

3. Supports **networks administration**, focusing on achievement of the following results:

- ☐ Assistance in trouble-shooting and monitoring of network problems.
- ☐ Assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance to organization of off-site storage of backups.

4. Provides **administrative support**, focusing on achievement of the following results:

- ☐ Maintenance of an up-to-date inventory of software and hardware.
- ☐ Maintenance of a library of ICT related reference materials.
- ☐ Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Procurement Unit.
- ☐ Extraction of data from various sources.
- ☐ Provision of ICT support to key events.

6. Ensures **facilitation of knowledge building and knowledge sharing in the CO**, focusing on achievement of the following results:

- ☐ Participation and assistance in the organization of training for the CO staff on ICT issues.
- ☐ Sound contributions to knowledge networks and communities of practice.

IV. Impact of Results

The key results have an impact on the overall efficiency of the Country Office including improved business results and client services. Forward-looking ICT management has an impact on the organization of office management, knowledge sharing, and information provision.

V. Competencies and Critical Success Factors

Functional Competencies:

Building Strategic Partnerships

Level 1.1: Maintaining information and databases

- ☐ Analyzes general information and selects materials in support of partnership building initiatives

Promoting Organizational Learning and Knowledge Sharing

Level 1.1: Basic research and analysis

- ☐ Researches best practices and poses new, more effective ways of doing things

Job Knowledge/Technical Expertise

Level 1.1: Fundamental knowledge of processes, methods and procedures

- ☐ Understands the main processes and methods of work regarding to the position
- ☐ Identifies new and better approaches to work processes and incorporates same in own work
- ☐ Strives to keep job knowledge up-to-date through self-directed study and other means of learning
- ☐ Demonstrates good knowledge of information technology and applies it in work assignments

Promoting Organizational Change and Development

Level 1.1: Presentation of information on best practices in organizational change

- ☐ Demonstrates ability to identify problems and proposes solutions

Strategic Alignment of Management Practice (HQ & RSCs)

Level 1.1: Collecting information, identifying best practice

- ☐ Gathers information on best practices in the relevant management practice in his/her area of responsibility

Design and Implementation of Management Systems

Level 1.1: Data gathering and implementation of management systems

- ☐ Uses information/databases/other management systems

Client Orientation

Level 1.1: Maintains effective client relationships

- ☐ Reports to internal and external clients in a timely and appropriate fashion
- ☐ Organizes and prioritizes work schedule to meet client needs and deadlines

Promoting Accountability and Results-Based Management

Level 1.1: Gathering and disseminating information

- ☐ Gathers and disseminates information on best practice in accountability and results-based management systems

Core Competencies:

- ☐ Demonstrating/safeguarding ethics and integrity
- ☐ Demonstrate corporate knowledge and sound judgment
- ☐ Self-development, initiative-taking
- ☐ Acting as a team player and facilitating team work
- ☐ Facilitating and encouraging open communication in the team, communicating effectively
- ☐ Creating synergies through self-control

- ☐ Managing conflict
- ☐ Learning and sharing knowledge and encourage the learning of others. **Promoting learning and knowledge management/sharing is the responsibility of each staff member.**
- ☐ Informed and transparent decision making

VI. Recruitment Qualifications	
Education:	Secondary education with relevant certifications in hardware and software management and application, Microsoft Certified Professional (MCP) required. If certification is not available at the time of recruitment, it should be obtained within 6 months. University Degree in Computer Science would be desirable, but it is not a requirement.
Experience:	5 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications.
Language Requirements:	Fluency in the UN and national language of the duty station.

VII. Signatures- Post Description Certification		
Incumbent <i>(if applicable)</i>		
Name	Signature	Date
Supervisor		
Name / Title	Signature	Date
Chief Division/Section		
Name / Title	Signature	Date