Annual ePAD

Complete Mid-Year Review - Completed

Jawad ALFAZZAA

Job Title: ICT Associate
Document Type: Annual ePAD
Template: Annual ePAD for G5 and above
Status: Completed

Manager: Ibrar SHABIR
Period: 01/01/2018 - 31/12/2018
Document ID: 143187
Due Date: 01/10/2018

Section 1 - Work Objectives

Enter a minimum of 1(for G1 to G4) or 3 (for G5 and above) but a maximum of 5 Work Objectives agreed upon with your supervisor. Click the Expand link to expand all objectives. Click the icon ("Edit Details") to enter the title and description of each objective. Click the Add a Work Objective link to add a fourth or fifth objective. Click the icon ("Delete Item") in the appropriate objective to delete. If a icon ("Delete Item") is not available in a particular objective, that objective cannot be deleted. (but it can be modified).Work Objectives are mandatory.Remember! Please click the Save button regularly in order to save your work in progress. Once you have entered your objectives and selected competencies, use the Notify link to inform your supervisor that your ePAD is ready for review at the Phase 1-Start of the Cycle.

Develop Single Login Applications Portal

Description:

Participate togather with ICT Applications team in Applications Portal Development.
This year I'm focusing on the contents management system which is the core of all the applications, finding and testing proper solutions for writting a generic code to make rapped development and ease up the code maintainance in future.

Created By :	Template	16/06/2018 18:45
Last Modified By :	Jawad ALFAZZAA	16/06/2018 18:49

Maintain the Currently Running Applications

Description:

Support users on the currently running applications (Project Tracking System) and make sure it is bug-free.
Adding necessary features and functions to meet the work requirements.

Created By :	Template	16/06/2018 18:45
Last Modified By :	Jawad ALFAZZAA	16/06/2018 18:50

User Support and Reporting

Description:

Responde to colleagues ICT and Applications support requests, draft and produce statstical report and data analysis for protection section.

Created By :	Template	16/06/2018 18:45
Last Modified By :	Jawad ALFAZZAA	16/06/2018 18:51

Mid-Year Review Comments

Manager Comments:

I had regular discussions and meetings with staff member and all the objectives are progressing as planned.

Employee Comments:

After i participated in the applications portal development, I played my role as a team member and i started working on the new application ,new appliction is under progressing as planned,we will do our best to migrate the old application before the end of the year.

I successfully manage to keep the current running application active, fixed few bugs and added adjusted the system based on the operation requirements.

Section 2 - Values

Listed below are our Values. These values are the shared principles and beliefs that underpin the work of the organization and guide the actions and behaviours of its entire staff. Click the Expand link to expand all Values.

Values

Integrity

Description:

Demonstrates the highest level of commitment to and respect for persons of concern to UNHCR, partners and colleagues in all aspects of work and ensures that personal professional behaviour is of the highest standard.

INDICATORS
- Demonstrates the values and principles of UNHCR in daily activities and behaviours as reflected in the Code of Conduct
- Reliably delivers on promises and honours commitments
- 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 behaviour
- Demonstrates the highest standards of integrity, impartiality, fairness and incorruptibility in all matters affecting the work status

Professionalism

Description:

Behaves in a way which is appropriate to a UNHCR staff member, demonstrating self control, perseverance and resilience in the face of pressure or adversity, and demonstrating knowledge on relevant subject matter and skills.

INDICATORS
 - 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
- Demonstrates integrity, truthfulness, dedication and honesty
- Demonstrates willingnes to improve knowledge and skills on relevant subject matters and contributes to maintaining high working standards

Respect for Diversity

Description:

Shows respect for all persons equally without distinction whatsoever of race, gender, religion, national or ethnic origin, language, marital status, sexual orientation, age, socio-economic status, disability, political conviction, or any other distinguishing feature (e.g. HIV status).

INDICATORS
- Works effectively with people from all backgrounds
-Treats all people (including all persons of concern) with dignity and respect, and with a sense of fairness
- Supports gender equality and equal rights for all, including gender equity among staff
- Shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making
- Examines own biases and behaviours to avoid stereotypical responses
- Does not discriminate against any individual or group
- Develops skills in age, gender and diversity analysis as applicable to the area of work
- Seeks to understand and respect differences in people, in the professional and personal domain

Created By :   Template   16/06/2018 18:45

Section 3 - Competencies

Core Competencies are the skills, attributes and behaviours which are considered important for all employees, regardless of their function or level.Core Competencies are mandatory.
Managerial Competencies are skills, attributes and behaviours essential for employees with managerial or supervisory responsibilities. Discuss with your supervisor which competencies are relevant for you and edit this section as necessary.
Cross-functional competencies are a combination of skills, knowledge, and attitudes relevant to a job. You must demonstrate a minimum of 3 but a maximum of 5 Cross-functional Competencies. Discuss with your supervisor which competencies are relevant for you and edit this section as necessary.
To insert competencies, click the Add Competency link. To delete competencies, click the   ("Delete Sub Item") icon. If a delete icon is not available in a particular competency, that competency is mandatory (according to your job description) and cannot be deleted. Click the Expand hyperlink to expand and review all the competencies.

Competency 1: Core Competencies L2

Description:

Behavior 1: Accountability Level 2

Description:

Assumes responsibility for the delivery of high quality outcomes, in both good and bad times, upholding the values and principles of UNHCR; demonstrates the ability and drive to maintain focus on positive outcomes for persons of concern despite difficulties this may pose for self and team. Demonstrates security awareness.Makes decisions appropriate to the position and takes responsibility for professional obligations.

INDICATORS

- Agrees challenging objectives for him/herself which reflect key UNHCR priorities.
- Acts in the best interest of the organisation and its stakeholders without consideration of personal gain.
- Is able to conduct open and honest discussions with staff when they have failed to meet required standards of conduct.
- Proactively seeks responsibility in delivering towards the goals of the organisation, and is prepared to accept the consequences.

Behavior 2: Teamwork & Collaboration Level 2

Description:

Demonstrates the ability to work effectively with colleagues and partners from different backgrounds, cultures and functions, to achieve shared goals and optimize results.Engages well with peers and immediate work group to ensure overall team assignments are successful as needed.

INDICATORS
- Accepts and is willing to carry out new tasks which are important for the achievement of the work-related aims of others.
- Helps create a positive team spirit, putting aside personal considerations to help the team achieve its goals.
- Coordinates own work with that of the team to meet agreed priorities and deadlines.
- Willingly puts in extra effort without being asked, and adopts a hands-on approach whenever necessary to achieve objectives, or to meet unexpected challenges.

Behavior 3: Communication Level 2

Description:

Is sensitive, compelling and clear in formal and informal communication, which encourage engagement and contribution to improved outcomes for all the involved stakeholders. Demonstrates behavioural flexibility in engaging colleagues, partners and persons of concern of different cultural backgrounds, gender, or with different objectives; has well developed listening skills; explains complex matters in an informative, inspiring and motivational way.Engages in daily communication with peers and immediate work colleagues successfully.

INDICATORS
- Brings clarity and professionalism to verbal and written forms of communication, including communication in the language(s) appropriate to role, exhibiting commitment to two-way communication.
- Speaks and writes clearly and effectively.
- Adapts their communication style to an understanding of diversity (e.g. ethnic, religion, gender, etc).
- Seeks to share information with others, both face-to-face and through communication and information technology as appropriate with due respect for the confidentiality of specific sensitive information, e.g. individual case information, privacy issues, etc.

Behavior 4: Commitment to Continuous Learning Level 2

Description:

Recognizes the importance of continuous learning and sharing as key components for organizational flexibility and responsiveness to a constantly evolving environment.Takes time to assist others with their needs, encourages growth, builds confidence.

INDICATORS
- Seeks to share information with others, both face-to-face and through communication and information technology systems as appropriate.
- Supports staff in identifying their training and development needs in relation to competencies required to do the job.
- Actively seeks to develop both professionally and personally.
- Discusses opportunities for increasing knowledge as a regular part of the performance appraisal process.

Behavior 5: Client & Result Orientation Level 2

Description:

Understands and exceeds client needs. Ensures overall provision of quality service to internal and external clients, including persons of concern, through the effective management of internal and external resources to achieve results. Is sensitive to and responsive to the age, gender and diversity requirements of clients.Contributes to successful outcomes for clients using basic project management.

INDICATORS
- Demonstrates a willingness to go beyond basic requirements in order to deliver high quality service.
- Supports client interests by actively applying human, financial and other resources in order to meet their specific needs.
- Demonstrates drive to achieve high quality client focused results.
- Seeks to understand the real, underlying needs and capacities of the client to achieve age, gender and diversity-sensitive results.
- Communicates the priority of a client``s urgent situation to others to initiate swift action.

Behavior 6: Organizational Awareness Level 2

Description:

Understands and builds formal and informal systems within a global organisation to produce desired results. Identifies and understands relationships, constraints and pressures affecting others, and especially persons of concern, by building support and developing political acumen.Builds support for projects and initiatives.

INDICATORS
- Makes consistent efforts to develop and utilise working relationships to achieve work-related goals, assisting and supporting contacts in their objectives where possible.
- Contributes an informed viewpoint to initiatives affecting operational effectiveness.
- Knows where to find sources of internal and external advice and guidance and mobilises their cooperation to provide it and to actively seek it.

- Anticipates the effects of own actions and words in the culture/environment, and adapts own style appropriately to maximise impact and build trust.

Competency 2: Managerial Competencies L2

Description:

Behavior 1: Empowering and Building Trust Level 2

Description:

Creates an atmosphere of trust and confidence; puts in place the conditions needed for staff to be able to contribute their best.Shares responsibilities and ensures staff is informed and has the resources to perform tasks.

INDICATORS
- Shares information and keeps others up to date; actively seeks others` views and ideas and respects their contribution.
- Holds the relevant person accountable for achieving results related to their area of responsibility.
- Operates with transparency; and treats sensitive or confidential information appropriately.
- Genuinely values all staff members` input and expertise. Delegates the appropriate responsibility and decision making authority.

Competency 3: Cross-functional Comps L2

Description:

Behavior 1: Analytical Thinking Level 2

Description:

Displays analytical thinking by identifying, defining and analyzing information, situations and problems. Arrives at viable solutions through a variety of approaches: critical thought, methodical review of implications, intuition and rational conclusions.Analyses information and data, and forms recommendations based on logical conclusions.

INDICATORS
- Identifies trends and implications of raw data to produce relevant and usable information, packaged in an appropriate format and communicated clearly.
- Assesses needs quickly and accurately, makes logical conclusions and examines consequences of pursuing different options.
- Displays a strong capacity for taking large amounts of data or information, identifying and verifying critical elements; focusing on aspects of particular relevance.
- Offers well-supported recommendations for a course of action, using analytical and rational thought.

Behavior 2: Innovation and Creativity Level 2

Description:

Challenging established methods and generating/enabling new, innovative solutions, promoting brainstorming, and fostering creativity and reasonable risk-taking. Creating an environment where leaders can emerge.Creates an environment within the unit that encourages innovation, creative ideas.

INDICATORS
- Promotes and persuades others to consider new ideas.
- Questions the usual way of doing things, and welcomes suggestions for improvement from others.
- Thinks laterally and imaginatively to simplify processes and identify creative ways of working in order to improve work efficiency.
- Takes an interest in new ideas and new ways of doing things.

Behavior 3: Technological Awareness Level 2

Description:

Understands the value and power of technology and how to apply it for maximum benefit; sees it as an ongoing aspect of all work; invests time and energy to incorporate it.Actively pursues technological solutions to work tasks; seeks training when needed.

INDICATORS
- Exhibits basic facility with standard computer applications and electronic communication methods, and uses them regularly in work tasks.
- Understands the applicability and limitations of technology to the work of the office.
- Actively seeks out training on complex software or other technology when there is a knowledge or skill gap.
- Turns problems into opportunities by sharing technological knowledge with others with the aim to improve work efficiency.

Section 4 - Org Context

Section 1

Description:

Under the overall supervision of a (Senior) Regional ICT Officer, the ICT Associate provides reliable and timely ICT services on the application and infrastructure of UNHCR standard ICT services in the Area of Responsibility (AoR). S/he receives technical guidance from Senior Regional ICT Officer or Regional ICT Officer responsible for the Telecom/IT infrastructure in the region in which the field or emergency operation exists. In offices where there is no (Regional) ICT Officer, direct supervision may be exercised by the (Snr) Admin Officer as applicable in the duty station.

Initiatives/actions::

Section 5 - Accountabilities

UNHCR Country offices in the AoR have modern and cost-effective ICT systems.

Description:

UNHCR Country offices in the AoR have modern and cost-effective ICT systems.

UNHCR ICT equipment and data are protected.

Description:

UNHCR ICT equipment and data are protected.

Created By : Profile   16/06/2018 18:45

Section 6 - Responsibilities

Add or remove users from the Network.

Description:

Add or remove users from the Network.

Created By : Profile   16/06/2018 18:45

Assist in on-site needs assessment and installation and maintenance of UNHCR Telecommunica

Description:

Assist in on-site needs assessment and installation and maintenance of UNHCR Telecommunications and IT equipment.

Created By : Profile   16/06/2018 18:45

Assist in the development and configuration of IT and Telecom Equipment/Kits used in field

Description:

Assist in the development and configuration of IT and Telecom Equipment/Kits used in field operations and emergencies.

Created By : Profile   16/06/2018 18:45

Assist in the maintenance of accurate records of users and usage of the Network.

Description:

Assist in the maintenance of accurate records of users and usage of the Network.

Created By : Profile   16/06/2018 18:45

Carry out minor hardware maintenance.

Description:

Carry out minor hardware maintenance.

Created By : Profile   16/06/2018 18:45

Ensure that the equipment under his/her responsibility is in good working condition, by in

Description:

Ensure that the equipment under his/her responsibility is in good working condition, by inspecting regularly the hardware and installations. If required, arrange promptly repairs or replacement as necessary according to

established procedures.

Created By : Profile   16/06/2018 18:45

If applicable, keep a proper inventory level of all sites spares and return spare parts fo

Description:

If applicable, keep a proper inventory level of all sites spares and return spare parts for repair/replacement.

Created By : Profile   16/06/2018 18:45

In consultation with the Senior Regional ICT officer, establish the ICT requirements in fi

Description:

In consultation with the Senior Regional ICT officer, establish the ICT requirements in field operations, taking into account the overall IT and Telecom strategy of the region, the operational needs and the security constraints.

Created By : Profile   16/06/2018 18:45

Install and configure the most appropriate type of UNHCR IT and Telecommunications systems

Description:

Install and configure the most appropriate type of UNHCR IT and Telecommunications systems (HF, VHF, UHF, Microwave Links, Telephony, and satellite systems) to meet the field and emergency operations immediate ICT

needs.

Created By : Profile   16/06/2018 18:45

Maintain records of the installations and repairs/replacements done and keep the Regional

Description:

Maintain records of the installations and repairs/replacements done and keep the Regional ICT officer fully informed on the status of the equipment.

Created By : Profile   16/06/2018 18:45

Monitor and maintain the LAN, Network Servers, Printers, LAN points, Hubs, Patch pane, etc

Description:

Monitor and maintain the LAN, Network Servers, Printers, LAN points, Hubs, Patch pane, etc. to prevent faults occurring.

Created By : Profile   16/06/2018 18:45

Perform other related duties as required.

Description:

Perform other related duties as required.

Created By : Profile   16/06/2018 18:45

Provide each office, where equipment is installed, with full information for their asset m

Description:

Provide each office, where equipment is installed, with full information for their asset management records.

Created By : Profile   16/06/2018 18:45

Provide Technical Briefing/Training on the equipment to local ICT resources and users, inc

Description:

Provide Technical Briefing/Training on the equipment to local ICT resources and users, including IPs, ensuring that they are able to maintain/use the equipment.

Created By : Profile   16/06/2018 18:45

Section 7 - Authorities

Decide on appropriate resolution to incidents / problems.

Description:

Decide on appropriate resolution to incidents / problems.

Created By :   Profile   16/06/2018 18:45

Escalate issues to supervisor if incident / problem cannot be resolved with scope of respo

Description:

Escalate issues to supervisor if incident / problem cannot be resolved with scope of responsibility.

Created By :   Profile   16/06/2018 18:45

Section 8 - Education

Not Applicable

Created By :   Profile   16/06/2018 18:45

Section 9 - Skills

IT-HF and VHF radio

Created By :   Profile   16/06/2018 18:45

IT-ICT infrastructure (LAN/WAN,HF/VHF radio,VSAT satellite syst,PABX/telephony,Cisco,IOS)

Created By : Profile   16/06/2018 18:45

IT-Electricity, generators, lightening protection

Created By : Profile   16/06/2018 18:45

IT-Information Technology (Practices/Processes)

Created By : Profile   16/06/2018 18:45

IT-Selection of microwave links interfacing with satellite and PABX systems

Created By : Profile   16/06/2018 18:45

IT-Wireless and VOIP systems and knowledge of Windows 200/2003 Server

Created By : Profile   16/06/2018 18:45

IT-MS Office Applications

Created By : Profile   16/06/2018 18:45

TR-Training/Coaching/Facilitation

Created By : Profile   16/06/2018 18:45

EX-Experience in Emergency education with UN or NGOs

Created By : Profile   16/06/2018 18:45

Section 10 - Licenses and Certifications

Information Technology

Created By : Profile   16/06/2018 18:45

Audit History		
Created By :	Jawad ALFAZZAA	16/06/2018 18:45:49
Last Modified By :	Ibrar SHABIR	27/09/2018 13:23:41
Approved By :	Ibrar SHABIR	20/06/2018 10:18:50
Checkpoint 1 Completed By :	Ibrar SHABIR	20/06/2018 10:18:50
Criteria Finalized By :	Ibrar SHABIR	27/09/2018 13:23:41