



Ensuring reproductive rights for all

The United Nations Population Fund (UNFPA) in Namibia, the leading UN organization in Reproductive Health and Population and Development, invites applicants from Namibian Nationals to apply the following position.

*** PLEASE NOTE THAT THIS VACANCY IS ONLY OPEN TO NATIONALS OF NAMIBIA ***

Position: Individual Consultant - ICT Assistant

Level: G3

Duration: 11 months (renewable subject to performance and funding)

Duty Station: Windhoek, Namibia

Closing date: 3 June 2020

Position background:

Under the overall guidance of the Representative and direct supervision of the Finance Associate, the ICT Assistant provides supports in the execution of ICT services for UNFPA Namibia Country Office, implements ICT management systems and strategies, provides daily technical support to users of information management tools and technology infrastructure. The incumbent is responsible for review and advice on the use of new technologies that will enhance organizational productivity. The incumbent will also assist with communication functions as necessary.

The ICT Assistant works in close collaboration with the Operations and Programme teams if necessary, for resolving ICT-related issues. The ICT Assistant should promote a client-oriented approach.

Key Responsibilities

Main Tasks & Responsibilities

1. **Supports the implementation of ICT management systems and strategies, focusing on achievement of the following results:**
 - Complies with corporate information management and technology standards, guidelines and procedures for the CO technology environment;
 - Provides support to the use of Atlas (UNFPA's implementation of Enterprise Resource Planning) functionality for improved business results and improved client services.
2. **Ensuring effective functioning of the CO hardware and software packages, focusing on the achievement of the following results:**
 - Performs specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs;
 - Assists in the installation of commercial and in-house developed software and related upgrades;
 - Assists in upgrading patch and anti-virus programmes on a timely basis;
 - Monitors the file server traffic, usage and performance on a frequent and regular basis;
 - Supports users in backing up and restoring their files, as well as in virus detection, removal and prevention.
3. **Assists in ensuring ICT security in the office:**
 - Ensures that desktop, laptop and server passwords and related policies are in line with established corporate standards;
 - Ensures that unauthorized software is not loaded onto computers.
4. **Supports networks administration, focusing on the following:**
 - Trouble-shooting and monitoring of network problems;
 - Responds to user needs and questions regarding network access;
 - Backup and restoration procedures for local drives;
 - Maintains backup logs.
5. **Provides administrative support, focusing on the following:**
 - Maintains an up-to-date inventory of software and hardware;

- Maintains a library of ICT related reference materials;
- Provides ICT support to key events.

6. Communication/External Relations:

- Assists with media events including photography, videography and logistics;
- Assists in drafting and editing and other advocacy/information materials (articles, press releases, human interest stories) for print and social media, including Twitter and Facebook;
- Scans local newspapers daily for coverage of relevance to UNFPA;
- Tracks local and international news on issues of relevance;
- Liaises with other UN communication officers for joint activities;
- Responds to information requests from various sources;
- Assists with administrative tasks;
- Assists with the dissemination of publications.

Qualifications and Experience

Education:

- Completed Secondary Level Education with relevant certifications in hardware and software management and application. University Degree in Computer Science desirable.
- Good knowledge of communication and particularly media (traditional and social media) in a development context.
- Microsoft Certified Professional (MCP) is an advantage.

Knowledge and Experience:

- 5 years of relevant working experience in network administration and use of hardware/software, and telecommunication facilities preferably with the knowledge of database packages, and experience in web design.
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP.
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems.
- Some experience in client support, such as, a Help Desk or User Support Unit.

Languages:

Fluency in oral and written English is required, knowledge of a second UN language is desirable.

Required Competencies

Values:

- Exemplifying integrity
- Demonstrating commitment to UNFPA and the UN system
- Embracing diversity in all its forms
- Embracing change

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

Functional Skill Set:

- Managing the organization's resources
- Developing ICT standards and applications
- Managing data, information and work flow

Education:

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- Some experience in client support, such as, a Help Desk or User Support Unit.

Languages:

Fluency in English; knowledge of other official UN languages is desirable.

HOW TO APPLY:

Please send your curriculum vitae and an application letter to recruitments.unfpa@gmail.com. Kindly note only shortlisted candidates will be notified.