

UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

Vacancy Details

Vacancy code:	VA/2015/B5109/7533
Post Title:	On-call Information Communications Technology (ICT) Assistant
Post Level:	L-ICA 5
Org Unit:	AEMO/RSOC/European PROGRES
Duty Station (DS):	Nis/Serbia, with occasional travel to Vranje and Novi Pazar
Duration:	Up to 100 w/days in period of one year
Closing Date:	28 May 2015

1. Project(s) Background

European PROGRES is a multi-donor Programme, financed by the European Union (EU), the Government of Switzerland and the Government of Serbia, designed to support sustainable development in the South East and South West Serbia. The Programme has been conceptualised jointly with the European Integration Office of the Government of the Republic of Serbia (SEIO), which has responsibility for monitoring implementation and providing assistance and facilitation. The United Nations Office for Project Services (UNOPS) has been granted with an initial budget of 17.46 million Euros and has the overall responsibility for the Programme implementation.

Through a multi-sector approach this Programme will contribute to sustainable development of underdeveloped areas and creation of more favourable environment for infrastructure and business growth by strengthening local governance, improving vertical coordination, planning and management capacities, improving business environment and development, as well as enhancing implementation of social inclusion and employment policies.

The Programme works towards achieving four main results, while good governance principles are interwoven as a cross cutting aspect of the entire intervention:

1. Strengthened local governance, planning and management capacities through introduction of new, or improvement/elimination of existing procedures and processes in line with the principles of good governance
2. Increased competitiveness of local economy through improved business environment and management/organizational capacities of small and medium enterprises/agricultural cooperatives
3. Improved access to employment, offering equal opportunities to both men and women, and social inclusion of the most vulnerable and marginalised groups through development and implementation of local policies resulting in reduced migration from South East and South West Serbia
4. Effects of Serbia's European accession communicated to general public.

The final beneficiaries, but also the key stakeholders and financial contributors of this Programme are 34 municipalities from the third and fourth group of development level , which have responsibility of taking ownership of activities implemented in their territory:

- Novi Pazar, Ivanjica, Nova Varoš, Priboj, Prijepolje, Raška, Sjenica and Tutin, in the South West Serbia
- Prokuplje, Blace, Žitorađa, Kuršumlija in the Toplica District
- Leskovac, Bojnik, Vlasotince, Lebane, Medveđa and Crna Trava in the Jablanica District
- Vranje, Bosilegrad, Bujanovac, Vladičin Han, Preševo, Surdulica and Trgovište in the Pčinja District
- Brus in the Rasinska District
- Aleksinac, Gadžin Han, Doljevac, Merošina and Svrlijig in the Niški District
- Babušnica, Bela Palanka in the Pirotski District
- Knjaževac in the Zaječarski District.

Other beneficiaries include municipality-founded institutions and public utility companies, civil society organisations (CSO) and media in the participating municipalities. It is the inhabitants of the South East and South West Serbia who will feel the biggest benefits of the Programme.

Duties and Responsibilities

2. Purpose and Scope of Assignment

Under the overall supervision of the ICT Officer, the On-call ICT Assistant will support efficient and effective ICT management of European PROGRES Programme ensuring high quality of work, accurate and timely service delivery.

Summary of the key functions:

- Upon request perform maintenance and intervention to local area network installed in the European PROGRES offices in Nis, Novi Pazar and Vranje, ensuring proper functioning of Internet, telephones and installed network devices
- Troubleshoot public and local computer and telephone network connectivity issues in assistance with ICT officer and/or with ICT support from internet, landline and mobile telephone services providers
- Maintain hardware equipment and perform troubleshooting and problem solving of non-functioning devices in accordance with warranty conditions provided by supplier
- Installation and configuration of office software licenses and hardware devices in accordance with corporate instructions
- Supervision upon automatic installations of windows patch and anti-virus updates on a regular basis.
- Installation of updates and server drivers as requested
- Maintain backup system on client computers and server as per corporate rules and regulations
- Assist in organization of off-site storage of backups
- Perform minor interventions on wired installations and telephone system and/or advise on interventions needed from specialized services
- Provide end-user support in ICT matters as requested
- Perform other ICT maintenance related services as required

Monitoring and progress controls

- Effective functioning of the office ICT infrastructure with data protected from viruses and with regular backup of files performed.

Required Selection Criteria

a. Education

- Secondary education required. University Degree in information sciences, computer sciences or engineering will be considered as an asset.

b. Work Experience

- Five years of experience in the field of information technology and/or telecommunications systems

c. Key Competencies

- Knowledge of windows server operating systems
- Knowledge of configuration of DNS, DHCP, active directory services, principles of virtualization and other domain administration related procedures
- Knowledge on networking via Ethernet protocol and configuration of TCP/IP
- Integrity
- Professionalism
- Respect for Diversity
- Planning and Organizing
- Results orientation
- Communications skills
- Teamwork skills
- Client orientation
- Creativity and innovation
- Technological awareness

Language skills

- Serbian native speaker and intermediary knowledge of English language

Submission of Applications

Qualified candidates may submit their application, including a letter of interest, Curriculum Vitae and updated United Nations Personal History Form (P.11) to UNOPS via UNOPS Global Personnel Recruitment System at following link:

<https://gprs.unops.org/pages/viewvacancy/VADetails.aspx?id=7533>

Please note that this is a local post and is open to all nationals of the country of the duty station and to individuals who have a valid work permit.

Additional Considerations

- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

For more information on UNOPS, please visit the UNOPS website at www.unops.org