

## ICT Associate(IT Services and Equipment)

<b>Job categories</b>	IT
<b>Vacancy code</b>	VA/2022/B5505/23888
<b>Department/office</b>	AR, BDMCO, Sri Lanka
<b>Duty station</b>	Colombo, Sri Lanka
<b>Contract type</b>	Local ICA Support
<b>Contract level</b>	LICA-6
<b>Duration</b>	Ongoing
<b>Application period</b>	06-May-2022 to 20-May-2022

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

### Background Information - UNOPS

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

### Working with us

UNOPS offers short- and long-term work opportunities in diverse and challenging environments across the globe. We are looking for creative, results-focused professionals with skills in a range of disciplines.

### Diversity

With over 4,000 UNOPS personnel and approximately 7,000 personnel recruited on behalf of UNOPS partners spread across 80 countries, our workforce represents a wide range of nationalities and cultures. We promote a balanced, diverse workforce — a strength that helps us better understand and address our partners' needs, and continually strive to improve our gender balance through initiatives and policies that encourage recruitment of qualified female candidates.

## **Work life harmonization**

UNOPS values its people and recognizes the importance of balancing professional and personal demands.

## **Background Information - Job-specific**

UNOPS is an operational arm of the United Nations helping a wide range of partners in delivering peace, security, humanitarian and development projects across the world.

UNOPS Sri Lanka implements tailored socio-economic development projects that benefit vulnerable people and supports the Government national capacities. UNOPS has been working across Sri Lanka managing education, public health, roads, water and sanitation, fisheries, agriculture and solid waste infrastructure projects. UNOPS also provides expertise in procurement, fund management and human resources management services.

As part of its advisory services, UNOPS will work closely with members of the Sri Lankan civil society to provide them with skills, tools and training to support their work in assisting the people and communities of Sri Lanka. As part of this initiative to strengthen technical skills and capacities, the selected candidate will work closely with the other team members in the project.

Under the direct supervision of the Programme Manager, who reports to the Country Manager, and technical guidance of the ICT colleagues in the country and in HQ, the ICT Associate is responsible for efficient and effective ICT management and support for the UNOPS Sri Lanka Peacebuilding programme.

This position is based in Colombo with frequent travel to support CSO partners in the country.

## **Functional Responsibilities**

### **Summary of functions:**

1. ICT partners, management and administration
2. IT equipment administration
3. Partners knowledge Building and Knowledge Sharing

## **ICT client services, management and administration**

- Ensures efficient and effective ICT partner services, management and administration, focusing on achievement of the following results:
- Implementation of ICT and operational strategies in line with project requirements.
- Provision of fast, friendly, and effective user support.
- Advice on information technology and systems planning exercises undertaken in the project.
- Participation in the development of ICT standards and strategies for the project.
- Maintenance of inventory of all computer, audio/video communication equipment, and software in the project, ensuring compliance with asset management policies..
- Effective functioning (installation, operation and maintenance) of all partner hardware equipment and acquisition of hardware supplies, approved software and application of updates and patches in a timely manner.
- Supervision of information and communication services of the project managed activities.
- Effective advice on all project implementation activities involving ICT; the hardware and software procurement process; and establishment and maintenance of a roster of potential suppliers.
- Active networking with partners, addressing and improving common areas of concern.
- Provision of consulting services, ICT audit inspections and/or facilitation of selection/deployment of software to projects, seeking technical advice and support from HQ ICT personnel, as required.
- Liaison with UNOPS HQ, and other relevant units, to determine hardware and software requirements.

### **IT equipment administration**

- Ensures efficient IT equipment administration, focusing on achievement of the following results:
- Maintenance of equipment to ensure stable operation.
- Valid hardware maintenance processes to ensure timely resolution of hardware failures.
- A stable and responsive environment based on daily monitoring of the equipment.
- Ensure confidentiality, integrity and availability of UNOPS ICT systems and UNOPS information assets.
- Monitor and maintain proper backups of data. Maintenance of measures in place for business continuity and disaster recovery processes and procedures Maintenance of video conference and telephony operations

### **Team Management**

Facilitates the engagement and provision of high quality results and services of the partners engaged through effective work planning, performance management, coaching, and promotion of learning and development.

### **Knowledge Building and Knowledge Sharing**

- Provide sound contributions to knowledge networks and communities of practice by synthesizing lessons learnt and dissemination of best practices in human resources.
- Collect feedback, ideas, and internal knowledge about processes and best practices and utilize productively.
- Participates, organizes and delivers training for the CSO partners/ projects staff in ICT services.

### **Impact of Results**

The effective and successful achievement of key results by the ICT Associate directly affects the overall efficiency and effectiveness of the relevant business unit/project, in ICT management, impacting the timely and effective implementation of the respective services and deliverables. This ensures client satisfaction and promotes the image and credibility of UNOPS as an effective service provider in project services and management. This enhances UNOPS' competitive position as a partner of choice in sustainable development and project services in the country/region served.

### **Competencies**



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

## **Education/Experience/Language requirements**

### **Education**

- Completion of Secondary education is required.
- Diploma or University Degree, preferably in information sciences, computer sciences or engineering, is desirable

### **Experience**

- A minimum of 6 years of progressively responsible experience in the field of information technology and/or telecommunications and systems, preferably in an international environment.
- Experience in the usage of computers and office software packages (MS Office 2010 and/or newer versions). Experience in management of Active Directory, Windows servers, and network infrastructure.

### **Language**

- Full working knowledge of English is required.
- Knowledge of Tamil is required.

## **Contract type, level and duration**

Contract type: Individual Contractor Agreement

Contract level: Local ICA Support

Contract duration: Open-ended, subject to organizational requirements, availability of funds and satisfactory performance

For more details about the ICA contractual modality, please follow this link:

<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor->

[Agreements.aspx \(https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx\)](https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/Individual-Contractor-Agreements.aspx)

## **Additional Considerations**

- The position is open to Sri Lankan nationals only.
- **Qualified female candidates are strongly encouraged to apply.**
- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- For retainer contracts, you must complete a few Mandatory Courses (around 4 hours) in your own time, before providing services to UNOPS.
- 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.*

### **DISCLAIMER**

The screening of your application will be conducted based on the information in your profile. Before applying, we strongly suggest that you review your [UNOPS Jobs profile \(https://jobs.unops.org/pages/User/CreateProfile.aspx\)](https://jobs.unops.org/pages/User/CreateProfile.aspx) to ensure completeness, especially the education and experience sections.

### **RELEVANT STORIES**

- "While the JPO programme was a learning experience for me, I was also able to share my own knowledge and skills with those I supervised later on."

#### **Pierre Jullien**

Director And Representative, Côte D'ivoire Operations Centre

- "Each place that I work in has so much history and culture to explore and I am lucky enough to enjoy it all, while helping improve the health of local communities"

**Nang Shri Seng Lao**

Unops Logistics Officer, Myanmar

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