

**OHCHR GUATEMALA
VACANCY ANNOUNCEMENT GUA/09/HC-AH/01 - 018/2010**

I. Position Information

Job code title:	IT Support Assistant
Pre-classified Grade:	ICS-5
Supervisor:	IT Specialist / Coordinator

II. Organizational Context

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

The IT Support Assistant works in close collaboration with the OHCHR Representation Office, Programme and Operations teams in a large OHCHR staff for resolving complex IT-related issues.

III. Functions / Key Results Expected

Summary of key functions:

- Implementation of IT management systems and strategies
- Effective functioning of the overall OHCHR Office hardware and software packages
- Support to networks administration
- Provision of administrative support
- Facilitation of knowledge building and knowledge sharing

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

- Compliance with corporate information management and technology standards, guidelines and procedures for the overall OHCHR Office technology environment.
- Provision of inputs to the Representation Office and implementation of the internal standard operating procedures (SOPs).
- Supports in the preparation of results-oriented workplans.

2. Ensures **effective functioning of the overall OHCHR Office 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.
- Support in the design of the web page of the Office

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

- Assistance in trouble-shooting and monitoring of network problems.
- Response to user needs and questions regarding network access.
- Assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance to organization of off-site storage of backups, as well as the required training.

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

- Maintenance of an up-to-date inventory of software and hardware.
- Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Administration Unit.
- Maintenance of the filing system ensuring safekeeping of confidential materials.
- Extraction of data from various sources.
- Provision of IT support to key events.

5. Ensures **facilitation of knowledge building and knowledge sharing in the Coordination Units**, focusing on achievement of the following results:

- Participation and assistance in the organization of training for the overall OHCHR Office staff on IT issues.
- Sound contributions to knowledge networks and communities of practice.
- Provides any other assistance/issues required by the OHCHR users.

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 IT management has an impact on the organization of office management, knowledge sharing, and information provision.

V. Competencies and Critical Success Factors

Corporate Competencies:

- Demonstrates commitment to OHCHR mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Functional Competencies:

Knowledge Management and Learning

- Shares knowledge and experience and provides helpful advice to others in the office
- Ability to develop systems for structuring, codifying and providing access to information and knowledge

Development and Operational Effectiveness

- Ability to provide basic IT support services
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate IT security and viral protection systems
- Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems
- Ability to perform work of confidential nature and handle a large volume of work
- Some experience in client support, such as, a Help Desk or User Support Unit,
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems

Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates openness to change and ability to manage complexity

VI. Recruitment Qualifications

Education:	Secondary education with relevant certifications in hardware and software management and application, Microsoft Certified Professional (MCP) required. University Degree in Computer Science would be desirable, but it is not a requirement.
Experience:	3 to 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.

Interested candidates shall meet all requirements and submit application letter, enclosing P11 form and resume (*applications may be submitted in Spanish or English*). Please ensure that application is sent to the following address no later than Wednesday, 4 August 2010:

- a) Sealed envelope quoting as reference: "IT Support Assistant", GUA/09/HC-AH/01 – 018/2010, 5a. Avenida 5-55, Zona 14, Edificio Europlaza, Torre III, Nivel 14, OR
- b) By e-mail to eramirez@ohchr.org.gt

Kindly submit your application to ONLY ONE of the options quoted above. Only pre-selected candidates will be contacted. Your understanding is appreciated.