ICT Officer

Job title: ICT Officer  
Level: SB-4  
Position Number: 00149414  
Location: Monrovia, Liberia  
Full/Part time: Full-Time  
Fixed term/Temporary: Service Contract  
Rotational/Non-Rotational: Non-Rotational  
Duration: One year (renewable subject to performance and availability of fund)

The Position:

The ICT Officer assists in the implementation of ICT policies and standards, provides ICT and administrative support services and daily technical support to end users. The ICT Officer is located in Country Office (CO) and reports to the Representative through the International Operations Manager.

How you can make a difference:

The availability of reliable data for policy formulation and decision making has been a major concern to the Government of Liberia. UNFPA strategic focus is to support national capacities for data collection, analysis, dissemination and utilization. The Government of Liberia, thru the Liberia Institute of Statistics and Geo-Information Services (LISGIS) and with UNFPA support, has planned the conduct of the 2021 National Population & Housing Census (NPHC). For the first time, census data will be collected using electronic devices. Through this recruitment, UNFPA seeks to capacitate the Government in its endeavor to migrate to digital data collection, analysis, dissemination and use.

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA’s new strategic plan (2018-2021), focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end gender-based violence and harmful practices.

In a world where fundamental human rights are at risk, we need principled and ethical staff, who embody these international norms and standards, and who will defend them courageously and with full conviction.

UNFPA is seeking candidates that transform, inspire and deliver high impact and sustained results; we need staff who are transparent, exceptional in how they manage the resources entrusted to them and who commit to deliver excellence in programme results.

Job Purpose:

You will support the management of the census programme resources, assisting in implementing ICT standards and applications, managing data, information and workflow. You will provide ICT and administrative support services and daily technical support to the census programme.
You would be responsible for:

- Supporting the implementation of ICT management systems and strategies; complying with corporate information technology standards for the census and supporting the use of census resource planning systems for improved business results and improved client services;

- Ensuring effective functioning of census project hardware and software packages; performing technical functions, including assisting with the installation and repair of commercial and in-house hardware and software applications; assisting with routine repairs, application management, maintaining supplies inventory; monitoring of server traffic and performance; provision of support in backing up and restoring files, and virus prevention;

- Ensuring ICT security through restriction of administrative rights to prevent the loading of unauthorised software; ensuring that desktop, laptop and server passwords and related policies are in line with established corporate standards;

- Supporting network administration, including the establishment of offsite backup, backup logs and restoration procedures; trouble-shooting network problems and responding to user needs regarding network access;

- Providing administrative support by managing software, hardware and parts, including the maintenance of an up-to-date inventory; maintaining census databases and providing orientation and coaching to staff; maintaining a library of ICT related reference materials; preparation of statistical reports, as required.

Qualifications and Experience:

Education:

- A first Degree in Computer Science from a recognized university is required. A Master’s Degree in Computer Science is desirable

Knowledge and Experience:

- Relevant certifications in hardware and software management and application including Microsoft Certified Professional (MCP);
- Six years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities and knowledge of Windows-based packages/applications;
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Some experience in client support, such as a Help Desk or User Support Unit.

Languages:

Fluency in written and spoken English is desirable.

Required Competencies:
Values:
• Exemplifying integrity,
• Demonstrating commitment to UNFPA and the UN system,
• Embracing cultural diversity,
• Embracing change

Functional Competencies:
• Managing the organization’s resources
• Developing ICT standards and applications
• Managing data, information and work flow

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

Compensation and Benefits:
This position offers an attractive remuneration package and applicable benefits as per UNFPA/UN staff rules.

Disclaimer:

Please Note Well

This post is a National Post and applicants of either sex are encouraged to apply. Preference will be given to equally qualified women candidates. UNFPA does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. Please submit all fraudulent notices, letters or offers to the UNFPA fraud hotline at http://www.unfpa.org/help/hotline.cfm

HOW TO APPLY
Candidates should submit their applications indicating post and vacancy number, attach an updated CV, and a completed United Nations Personnel History Form P.11 obtainable from the UNFPA website at www.unfpa.org. ALL APPLICATIONS, WITH RELEVANT ATTACHMENTS, SHOULD BE SUBMITTED BY EMAIL TO: ewatkins@unfpa.org with copy to debashish@unfpa.org.

The last date to receive applications is 16 December 2019. UNFPA will only respond to applicants who will meet the stated job requirements.