

Vacancy No:	VA/UNSSC/013/2023
Post Title:	ICT Helpdesk Assistant, G5
Organizational Unit:	UNSSC Operations
Duty Station:	Turin, Italy
Duration:	1 year; extensions are subject to satisfactory performance and availability of funds
Deadline for applications:	01 July 2023

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organisational context

The United Nations System Staff College (UNSSC) is the primary provider of inter-agency training and learning for the staff of the United Nations system. Its overall objective is to promote and support UN inter-agency collaboration, increase the operational effectiveness of the UN system as a whole and provide UN staff with the required skills and competencies to face today's global challenges.

UNSSC conducts a variety of learning and training activities, in Turin and Bonn, UN Headquarters as well as the regional and country levels. All such activities effectively respond to the cross-agency, far-reaching reform agenda of the United Nations.

Responsibilities

Desktop Administration and User support

- Installs and configures computer hardware, operating systems and application software.
- Assists in monitoring personal computers running the software delivery system to ensure that software distributions are being delivered correctly.

- Assists in performing software distribution updates, scripting, testing and support.
- Performs desktop Operating System, Office 365 + productivity tools (Teams, Zoom, SharePoint, Onedrive, Adobe, etc.) troubleshooting in conjunction with team.
- Creates and manages user accounts and Office 365 accounts.
- Responds to user queries, helpdesk and coordinates with the infrastructure team to satisfy user requests within existing standards and procedures.
- Performs routine technical tasks including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- Installs and configures the printers in cooperation with the vendor.
- Sets up the video conference sessions.
- Provides remote support to users from home office
- Maintains up to date ICT asset inventory
- Ensures data recoverability by checking end-user devices are properly setup and one-drive is running as designed
- Ensures continuity of ICT services of the UNSSC when other members of the ICT unit are absent;

Data Center and Infrastructure support

- Assists in the installation of server/network equipment in the Data Center.
- Assists in the management of LAN switches, cabling system and patch panel.
- Monitors the client networks and services to guarantee and always-efficient working environment;
- Assists in analyzing User performance problems and recommends solutions to enhance functionality, reliability, and/or usability;
- Participates in the maintenance of telephone and communication system including voip based systems;
- Participates and contributes in the preparation of tenders for hardware and software and maintain relevant files;
- Ensures the VLANS and Firewall are running as designed resolving network related problems.

Training support

- Participates in delivery of user training courses both as a technical support person in general and as a trainer for appropriate IT courses related to standard software.
- Provides basic training to end-users on the use of standard systems; Log all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status.
- Organizes and supports UNSSC's video and group conferences and the audio/video systems during various meeting and workshops;

User Induction and User Separation

- Delivers user induction to new users;
- Recovers user equipment and ensure consistent records are updated after user departure;
- Ensures Safe-handling of user data at all times (upon induction, while in-duty, and upon separation).

Competencies

Professionalism: Knowledge and skills to support and troubleshoot desktop and laptop technology to include Microsoft Office applications, TCP/IP Networking, and Windows operating system; Working knowledge of networking security (firewalls technologies), videoconferences protocols, telephone and communication system.

Client Orientation: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; anticipates and identifies clients’ needs and matches them to appropriate solutions; responds timely and appropriately with a sense of urgency to clients’ requests; looks for ways to add value beyond clients’ immediate requests; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Commitment to continuous Learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Communication: Proven ability to communicate clearly and effectively with end users; ability to express ideas clearly and concisely, both verbally, in writing, and, particularly in non-technical terms; ability to listen to others, correctly interpret messages from others and respond appropriately.

Planning& Organizing: handles multiple tasks and identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; takes initiative, foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Education

High school diploma or equivalent is required.
ICT related certification is as asset.

Work Experience

- At least 5 years of work experience providing technical support or in help desk functions (required).
- Experience in the maintenance, support and installation of hardware and software, network standards and architectures (required).
- Proven experience in the support of training activities and use of new training technologies and audio/video support (required).
- Experience in an international organization (asset).

Languages

Proficiency in English and preferably working knowledge of Italian.

Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position

Please apply through the online application form available at <https://www.unssc.org/about/employment-opportunities>