

TERMS OF REFERENCE

Senior ICT Assistant CMU Copenhagen

Organisation:	UNHCR
Job Title:	Senior ICT Assistant
Duty Station:	Copenhagen
Duration:	1 month starting 15 March
Contract Type:	Individual Contractor
Closing date:	6 March 2017

Background Information:

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. UNHCR teams are in the field in over 125 countries, using their expertise to protect and care for nearly 55 million people.

The Division of Information Systems and Telecommunications (DIST) is responsible for ensuring that UNHCR takes advantage of effective and efficient information and communications solutions that enable and facilitate UNHCR's execution of its mandate. DIST aims to create an accessible, service-oriented, effective and efficient ICT service organization that is aligned with the core business of UNHCR, meets the ICT needs of the organization - both in the field and at Headquarters and leverage industry-standard technology for the organization.

We are looking for a proactive, enthusiastic individual to complete a 1 month contract in UNHCR's ICT team. The primary responsibility of this position is to support the technical needs of the UNHCR Copenhagen office.

Duties and Responsibilities:

- Troubleshooting computer, mobile device hardware, software and printers
- Software installations and configurations
- Setting up computer workstations
- Establish teleconference & video conference meetings
- Administer mobile phone service accounts, packages and reports
- Administer telephone accounts and PINs
- Ad hoc end-user support via email, IM, phone or in-person
- Liaise and coordinate with corresponding responsible branches in UNHCR, particularly with the IT support departments but also with other UN Agencies in UN City
- Ensure requests are properly opened, resolved in a timely manner, documented and closed in the ticketing system
- Document reoccurring processes

- Carry out administrative duties, within the area of competence as assigned
- Perform other related duties as required

Essential Minimum Qualifications and Professional Experience Required:

Education

- Completion of the Secondary Education with post-secondary training/ certificate in Telecommunication and Information Technology.
- Currently enrolled in, or completed, a university degree with a focus on Information Technology, Information Systems, Computer Science or Engineering is desirable

Job Experience

Minimum 3 years of previous relevant experience in the ICT field.

Required and Desirable Competencies

- Strong technical, troubleshooting and organizational skills
- Attention to detail
- Self-starter and self-motivator; ability to work with minimal supervision
- Excellent knowledge of computer laptop / desktop hardware and software such as Windows 7, Microsoft Office suite and other popular applications
- Familiarity with networking, telephony, Active Directory, MS Exchange, tele / video conferencing, Apple Mac OS X, smartphone hardware and software (IOS, Android, etc.), mobile phone service technologies and ticketing systems

Language

- Strong communication and interpersonal skills with fluency in English. Knowledge of other UN official languages is an asset

Location:

The selected assistant will be based with the team in UN City, UNHCR Copenhagen HQ and work under the supervision of the ICT Associate.

To Apply:

Interested applicants should submit their letter of motivation and Personal History Form (P11), including testimonials/degrees/certificates to DENCOCMUHR@unhcr.org indicating "**Senior ICT Assistant**" in the subject of the email.

P11 forms are available on www.unhcr.org/recruit/p11new.doc

The deadline for applications is 6 March 2017.