



Pacific Sub-Regional Office

TERMS OF REFERENCE TEMPORARY ICT ASSOCIATE (GS-6)

The ICT Associate post is located in the Pacific Sub-Regional Office (SRO) and reports to the International Operations Manager who provides overall direction and guidance. S/he is part of the operations team and works closely with programme staff in the Sub-Regional Office.

In direct support of UNFPA's regional strategy to achieve ICPD and Sustainable Development Goals, and in concert with ITSO ICT policies, strategy and plans, the ICT Associate ensures proper and effective use of ICT in the Sub-Regional and Sub-Offices. Key results expected include:

- Implementation of Corporate ICT Strategies and Plans
- Effective customer support
- Management of resources
- Confidentiality, integrity and availability of all ICT Systems

A. Ensures that corporate ICT strategies and plans are correctly implemented and appropriate for the SRO:

- Analyze corporate ICT strategies and plans and adapt them for Sub Regional environment/ conditions;
- Promote the productivity and effectiveness of the Sub Regional Office structure by administering a relevant Information Management Plan and Budget, including computerization, telecommunications and records management, and by ensuring the appropriateness of local ICT facilities to meet programme requirements; and
- Identify needs for new or modified ICT strategies or plans, and reviews and initiates or proposes actions to HQ as required.

B. Ensures effective customer support in the area of information technology and telecommunications by providing computer training as well as troubleshooting and ad-hoc technical assistance to users:

- Provide technical and policy advice to UNFPA Sub-offices and Joint Presences at the country level on ICT matters and the implication of alternative ICT solutions on business processes and other related issues;
- Ensure plans for various ICT projects in a given operation are developed and that work is carried out in accordance with the plan;
- Employ vendor management practices to ensure that services provided are acceptable;
- Maintain, upgrade or enhance existing systems including troubleshooting and providing continuing user support including keeping equipment to support the repair and maintenance of ICT equipment; and
- Collaborate with colleagues in ITSO to define ICT training policies and programs including preparation of training modules and materials and ensure staff are appropriately trained.

C. Provides accountability for information technology resources through evaluation of office IT needs, cost-effective procurement and installation, sound maintenance, maintaining software/hardware standards, and regular inventory and reporting of hardware, peripherals and software:

- Design and participate in planning, preparation and monitoring of sub regional office ICT budgets and plans and ensure incorporation of ICT input into project proposals; track and monitor ICT investments and recurrent costs, propose and implement methods to increase cost-efficiency;
- Manage deployment of information technology (IT), telecommunications (TC) and connectivity systems including budgeting and planning voice and data networks; and

D. Ensures the confidentiality, integrity and availability of the ICT system, LAN/WAN and data security, including user access to computer and telecommunications facilities.

- Monitor Inter-/Intra-net functionality, security and integrity;
- Integrates telecommunications and information technology systems and ensure appropriate data security and access controls considering both local and wide area issues;
- Conduct periodic tests of the disaster recovery arrangements;
- Provide emergency communication capabilities in support of staff security and ensures Minimum Security Telecommunications Standards compliance is maintained in the SRO;
- Maintain a roster of qualified technical service and equipment providers for various IT related areas which can be called upon during crises or emergencies; and
- Prepare operational plans and identify resource requirements in the event of an emergency.

E. Perform other job related duties as assigned by the Management of the Sub Regional Office.

- Provide support to the IOM in security related matters.
- Perform the role of deputy agency security focal point for PSRO.
- Act as Global Directory and BCP focal point.
- Keep an accurate and updated staffing list for PSRO and provide monthly list to UNDSS

Education:

- Completion of secondary level or an equivalent high school education is required;
- First level university degree in Information Technology, Computer Science, Engineering or related field is preferable.
- Formal recognized professional certification in ICT related field is desirable.

Knowledge and Experience:

- Minimum of six (6) years of working experience in ICT related field is required.
- Relevant certifications in hardware and software management and application, including Microsoft Certified Professional (MCP);
- Good knowledge of network infrastructure, Windows Server, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Thorough knowledge of overall design and operating principles of ICT networks and of connectivity concepts.
- Ability to integrate the needs of the office automation, available resources and systems requirements and to solve systems/hardware/software problems.
- Dedication to UN principles and demonstrated ability to work harmoniously with persons of different national background.

Required Competencies:

i) Values: Exemplifying integrity, Demonstrating commitment to UNFPA and the UN system, Embracing cultural diversity, Embracing change

ii) 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

iii) Required Skillset:

- Managing data
- Managing documents, correspondence and reports
- Managing information and workflow
- Planning, organizing and multi-tasking
- Proficiency in current office software applications

Languages: Fluency in English.