



Information and Communications Technology Associate

Job title:	ICT Associate
Level:	SB4
Position Number:	00189320
Location:	Suva, Fiji
Full/Part time:	Full time
Fixed term/Temporary:	Service contract
Rotational/Non Rotational:	Non Rotational

The Position:

The post of ICT Associate is located in Suva, Fiji as part of the UNFPA Pacific Sub-Regional Office and reports directly to the International Operations Manager. S/He receives policy and technical support from Specialists in the ITSO Branch. The ICT Associate provides support to the Pacific Sub-Regional Office on ICT as well as coordination of ICT initiatives at the Sub-Regional and Sub-Offices and Joint Presences at the country levels. The incumbent is responsible for overseeing the implementation of UNFPA ICT policies, systems, networking, and security standards in the office and for coordination of technical support needs.

How you can make a difference:

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 7th 5-year Multi-Country Programme (MCP7) for 14 Pacific Island Countries and Territories (Fiji; Federated States of Micronesia; Kiribati; Nauru; Palau; Marshall Islands; Samoa; Solomon Islands; Tonga; Tuvalu; Vanuatu; Cook Islands; Niue; and Tokelau) for 2023-2027 contributes to the global Strategic Plan (2022-2025) that focuses on assisting Member States in achieving 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 the international human rights norms and standards, and who will work to respect, promote and defend them courageously and with full conviction.

UNFPA is seeking candidates who 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:

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 14 Countries in the Pacific Sub-Regional.

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

You would be responsible for:

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.

- Management of ICT assets
- Maintain the inventory and stock of supplies and spare parts;
- Act as Global Directory and BCP focal point.
- Keep an accurate and updated staffing list for PSRO and provide monthly list to UNDSS
- Contribute to knowledge networks and communities of practice;
- Provide administrative support to operations team as and when required
- Obtain quotations, prepare requisitions, comparison matrix and Payment Request Checklist for ICT related procurement and payments

Qualifications and Experience

Education: Secondary education; first level university degree in computer science or equivalent professional qualifications is desirable.

Knowledge and Experience:

- 7 years of professional experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications;
- Relevant certifications in hardware and software management and application required, including Microsoft Certified Professional (MCP);
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems;
- Experience in client support, such as, a Help Desk or User Support Unit;
- Ability to provide inputs to business processes such as re-engineering, elaboration and implementation of new systems;
- Good interpersonal communication skills;
- Familiarity with the UN system is desirable.

Languages:

Fluency in English is required. Fluency in local Pacific language is an advantage.



Required Competencies

<p>Values:</p> <ul style="list-style-type: none">• Exemplifying integrity,• Demonstrating commitment to UNFPA and the UN system,• Embracing cultural diversity,• Embracing change.	<p>Functional Competencies:</p> <ul style="list-style-type: none">• Logistical Support,• Managing data,• Managing documents, correspondence & reports,• Managing information and workflow,• Planning, organizing and multi-tasking,• Managing financial processes,• Strategically positioning UNFPA programmes,• Providing conceptual innovation to support programme effectiveness,• Generating, managing and promoting the use of knowledge and information;• Facilitating quality programmatic results
<p>Core Competencies:</p> <ul style="list-style-type: none">• 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 including a competitive net salary plus health insurance, pension, dependency allowances, annual/sick leave and other benefits as applicable.

Disclaimer

UNFPA does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. Fraudulent notices, letters or offers may be submitted to the UNFPA fraud hotline <http://www.unfpa.org/help/hotline.cfm>