



UNODC

United Nations Office on Drugs and Crime

I. Position Information

Position Title:	ICT Assistant
Agency:	UNODC
Type of Contract:	Service Contract (SC)
Level:	SB-3
Contract Duration:	6 Months (With possibility of extension based on fund availability and performance)
Supervisor:	ICT Associate
Duty Station:	Cairo, Egypt

II. Organizational Context

This position is located at UNODC Regional Office for the Middle East and North Africa (ROMENA), in Cairo.

UNODC technical assistance activities in the Middle East and North Africa (MENA) are undertaken under the broad framework of the Regional Framework for the Arab States (2023-2028). The Regional Framework articulates six focus areas for guiding UNODC-implemented programming at the regional and national levels: 1) A balanced approach to drug control; 2) Strengthening the response to organized crime; 3) Combating trafficking in persons and smuggling of migrants; 4) Action against corruption and financial crime; 5) Preventing and countering terrorism and violence; and 6) Strengthening crime/violence prevention and criminal justice.

The incumbent of this position will perform his/her functions under the direct supervision of the ICT Associate and under the overall guidance of the Head, Field Office Engagement/Information Technology Service/HQ. He/she will support the implementation of the UNODC operation regarding the ICT strategy and asset management.

III. Functions / Key Results Expected

Summary of Key Functions:

1. Assist with the implementation of ICT strategies and new technologies in accordance with corporate information management and technology standards, guidelines, and procedures.
2. Provide level 1 desktop support to staff across UNODC ROMENA.
3. Provide ICT and Administrative support to staff across UNODC ROMENA.
4. Provide technical advice to UNODC ROMENA staff.
5. Assist in property management across UNODC ROMENA
6. Contribute to knowledge building and knowledge sharing in the UNODC ROMENA.

1. Provide support to the implementation of ICT strategies and new technologies in accordance with corporate information management and technology standards, guidelines, and procedures:

- Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment.
- Elaboration of internal policies and procedures on the use of ICT.
- Assist in providing inputs to the development and implementation of the ICT annual work plan.

2. Provide level 1 desktop support to staff across UNODC ROMENA.

- Provide technical support with the installation and maintenance of all communication systems including mobile and satellite phones.
- Provide technical support with the installation of the commercial and in-house developed software and related upgrades.
- Ensure the installation of the enterprise Anti-virus and security software on all computers.
- Maintain an up-to-date inventory of the software and hardware.
- Monitor network traffic, usage, and performance on a regular basis.

3. Ensure efficient networks administration.

- Monitor the IT network daily to ensure a stable and responsive network environment.
- Configure network printers and provide user access as required.
- Troubleshoot and monitor network problems; respond to user needs and questions regarding network access.
- Maintain measures for business continuity and disaster recovery processes and procedures including backup and restoration of both server and local storage facilities.
- Provide technical support with Local Area Network (LAN) management in accordance with UNODC requirements.

4. Provide administrative support regarding ICT issues.

- Maintain ICT inventory and stock of ICT supplies and spare parts in cooperation with the Procurement Unit.
- Assist with the research and retrieval of data from internal and external sources; prepare statistical charts, tables, and reports as required.
- Provide ICT support for key events.

5. Provide technical support and advice to UNODC ROMENA staff across the ROMENA region.

- Diagnose, evaluate, and prioritize requests for assistance from staff in the regional office and country offices experiencing problems with hardware, application software, operating systems, networking, and other computer related issues;
- Assist with the requests for new email accounts for UNODC/ROMENA staff.
- Liaise with ICT staff in HQ for support and guidance.
- Meet all ICT on-boarding requirements for new staff at ROMENA office.

6. Provide support on property management.

- Provide support with the assets and equipment physical verification.
- Support on maintaining inventories of assets and equipment of programmes under ROMENA portfolio, per country.
- Support on updating assets and equipment databases, including equipment movements and write off equipment and assets.
- Support on receiving goods in the ERP system used at UNODC.
- Support on the process of transfer of ownership of assets and equipment.
- Receive all ICT equipment and phones, during the checkout process for staff leaving UNODC ROMENA office.

7. Contribute to knowledge building and knowledge sharing in the UNODC/ROMENA.

- Contribute to the organization of training for the UNODC/ROMENA staff on ICT issues.
- Maintain library of reference materials.
- Synthesize lessons learned and best practices in ICT.

V. Competencies and Critical Success Factors

Professionalism: Project administration experience and skills, and general understanding of theories, concepts and approaches relevant to crime prevention and international relations. Knowledge of the operational modalities of UNODC. Good analytical and problem-solving skills, including ability to identify and contribute to the solution of problems/issues, sound judgment and political sensibility.

Communication: Effective communication (spoken, written and presentational) skills. Ability to prepare, consolidate inputs and finalize programmatic reports, project documents and other relevant materials.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning and organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Accountability: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

VI. Recruitment Qualifications

Education:	<ul style="list-style-type: none"> • High school degree or Bachelor’s degree in computer science, Information technology, information management, or related field. • Relevant certification in hardware and software and Network management including CCNA is an advantage.
Experience:	<ul style="list-style-type: none"> • Minimum of 5 years (with high school degree or) or 2 years (with bachelor’s degree) of progressively responsible experience in network administration, support to management of hardware/software platforms, understanding of Computer Networks, knowledge of Windows/Linux-based/applications. • Good knowledge of operating systems including Windows/Linux, Usage of ICT security software and solutions, ERP and/or SAP Systems. • 1 year of experience in International Organizations desirable.
Language Requirements:	<ul style="list-style-type: none"> • Fluency in English and Arabic is required.

Interested candidates should submit their duly filled P.11 [Form](#) and a cover letter explaining why they think they are the best candidate for the position to unodc-egythr@un.org by **close of business 15.08.2024 writing in the subject line the title of the position.**