



ICT Clerk

Job title:	ICT Clerk
Level:	GS-4
Position Number:	
Location:	Kampala, Uganda
Full/Part time:	Full-Time
Fixed term/Temporary:	Fixed Term
Rotational/Non-Rotational:	Non-Rotational
Duration:	One year (renewable)

The Position:

The ICT Clerk assists in the implementation of ICT policies and standards, provides ICT and administrative support services and daily technical support to end users.

The ICT Clerk is located in Uganda Country Offices (CO) and reports to the Programme Analyst, Social Change and Innovation.

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 strategic plan (2018-2021), focuses on 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 these international norms and standards, and who will defend them courageously and with full conviction.

UNFPA Uganda is an ICT enabled and driven organization. It runs multiple platforms which are IT based and require on time support to ensure high availability. UNFPA's ICT services for office and programme operations bear a global outlook and utilize online services such as Cloud Storage, Email, Web-based data entry & capture and reporting among other things.

Therefore, UNFPA is seeking services of a qualified ICT professional with a strong desire to 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:

You will support the management of the organisation's resources, assisting in implementing ICT standards, policies and procedures through managing applications, data, information and workflows. You will provide ICT and administrative support services and daily technical support to country office (CO) and field staff.

You would be responsible for:

- Supporting the implementation of ICT management systems and strategies; complying with corporate information technology standards for the CO, supporting the use of



Enterprise Resource Planning systems for improved business results and improved client services;

- Ensure that Back-up procedures are followed and all data is safe. Both Online and Offline back-ups should be well and maintained. This includes back-up on Cloud and local storage.
- Management of the Local Area Network and related infrastructure consisting of the Access Control, CCTV system, intrusion system, firewalls, telephone and printing management system in line with UN/UNFPA policies, standards and procedures.
- Work with IT services provider(s)/ vendors to ensure the LAN is properly maintained and good practices of the UNFPA Policy are followed.
- Work with IT services providers to proactively advise on the regular maintenance and possible improvement of ICT services.
- Maintenance of up-to-date ICT inventory device and software allocation list all relevant documentation.
- Provide timely IT support user support to all staff at the country office field locations.
- Maintain and up-to-date IT risk register and work with IT focal person to develop and mitigation plan.

Qualifications and Experience:

Education:

Completed Secondary Level Education required. University Degree in Computer Science desirable.

Knowledge and Experience:

- At least four years' experience Networking (Switching, Routing, Firewalls), IP telephony, and other network-based systems administration.
- Experience Windows Desktop and Server Administration
- Experience in basic skills and knowledge IT infrastructure maintenance such as cabling, trunking, port repair
- Experience in data security and protection through maintenance of Anti-Virus, Backup, User privilege management etc.
- Basic skills and knowledge in Database management systems e.g. MySQL, MSSQL, PostgreSQL etc
- Basic experience in Webserver management and application hosting e.g: Apache
- Skills and knowledge in Linux administration is a desirable.



Languages:

Fluency in English; knowledge of other official UN languages, preferably French and/or Spanish, is desirable.

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">• Managing the organization’s resources• Developing ICT standards and applications• Managing data, information and work flow
<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 insurance and other benefits as applicable.

Disclaimer:

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In accordance with the Staff Regulations and Rules of the United Nations, persons applying to posts in the international Professional category, who hold permanent resident status in a country other than their country of nationality, may be required to renounce such status upon their appointments.