

UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

Vacancy Details

Vacancy code: 2014/UNOPS/AEMO-RSPC/VA/00088112/002

Post Title: Information Communications Technology (ICT) Officer

Post Level: L-ICA 5

Org Unit: AEMO/RSPC/ European PROGRES

Duty Station: Belgrade, Serbia

Duration: One year with possibility of extension

Start Date: July 2014

Closing Date: 22 June 2014

1. Project(s) Background

European PROGRES is a multi-donor Programme, financed by the European Union (EU), the Government of Switzerland and the Government of Serbia, designed to support sustainable development in the South East and South West Serbia. The Programme has been conceptualised jointly with the European Integration Office of the Government of the Republic of Serbia (SEIO), which has responsibility for monitoring implementation and providing assistance and facilitation. The United Nations Office for Project Services (UNOPS) has been granted with an initial budget of 17.46 million Euros and has the overall responsibility for the Programme implementation.

Through a multi-sector approach this Programme will contribute to sustainable development of underdeveloped areas and creation of more favorable environment for infrastructure and business growth by strengthening local governance, improving vertical coordination, planning and management capacities, improving business environment and development, as well as enhancing implementation of social inclusion and employment policies.

The Programme works towards achieving four main results, while good governance principles are interwoven as a cross cutting aspect of the entire intervention:

1. Strengthened local governance, planning and management capacities through introduction of new, or improvement/elimination of existing procedures and processes in line with the principles of good governance
2. Increased competitiveness of local economy through improved business environment and management/organizational capacities of small and medium enterprises/agricultural cooperatives
3. Improved access to employment, offering equal opportunities to both men and women, and social inclusion of most vulnerable and marginalised groups through development and implementation of local policies resulting in reduced migration from South East and South West Serbia
4. Effects of Serbia's European accession communicated to general public.

Final beneficiaries, but also the key stakeholders and financial contributors of this Programme are 34 municipalities from the third and fourth group of development level, which have responsibility of taking ownership of activities implemented in their territory:

- Novi Pazar, Ivanjica, Nova Varoš, Priboj, Prijepolje, Raška, Sjenica and Tutin, in the South West Serbia
- Prokuplje, Blace, Žitorađa, Kuršumlija in the Toplica District
- Leskovac, Bojnik, Vlasotince, Lebane, Medveđa and Crna Trava in the Jablanica District

- Vranje, Bosilegrad, Bujanovac, Vladičin Han, Preševo, Surdulica and Trgovište in the Pčinja District
- Brus in Rasinska District
- Aleksinac, Gadžin Han, Doljevac, Merošina and Svrlijig in Niški District
- Babušnica, Bela Palanka in Pirotski District
- Knjaževac in Zaječarski District

Other beneficiaries include municipality-founded institutions and public utility companies, civil society organisations (CSO) and media in the participating municipalities. It is the inhabitants of the South East and South West Serbia who will feel the biggest benefits of the Programme.

Duties and Responsibilities

2. Purpose and Scope of Assignment

Under the overall supervision of the Operations Manager, the ICT Officer is responsible for efficient and effective ICT management and support to the European PROGRES Programme ensuring high quality of work, accurate and timely delivery.

As needed, the ICT Officer will also provide ICT support to other projects within UNOPS Serbia Project Centre (UNOPS Serbia).

The ICT Officer promotes a collaborative, client-oriented approach consistent with the UNOPS rules and regulations and works in close collaboration with Operations and European PROGRES Programme teams.

Summary of the key functions:

- Implementation of ICT and operational strategies within European PROGRES Programme
- Efficient and effective ICT management and administration within European PROGRES Programme
- European PROGRES Programme network administration
- Efficient and functional telecommunications system and web management services for European PROGRES Programme
- Support to knowledge building and knowledge sharing
- Assist the Operations Manager by providing ICT support and advice to UNOPS Serbia by ensuring full compliance of UNOPS Serbia ICT activities with UNOPS' rules, regulations, policies and strategies.

In particular, the ICT Officer is responsible to ensure the following within the key functions:

Ensure implementation of ICT and operational strategies within European PROGRES Programme, focusing on achievement of the following results:

- Full compliance of ICT activities with UNOPS' rules, regulations, policies and strategies.
- Contribute to the European PROGRES Programme's ICT business processes mapping and to the elaboration of internal Standard Operating Procedures (SOPs) in ICT, in consultation with the direct supervisor and the Programme Senior Management Team.

Ensure efficient and effective ICT management and administration within European PROGRES Programme, focusing on achievement of the following results:

- Participation in the development of ICT standards and strategies.
- Maintenance of inventory of all computer, telecommunication equipment, ICT devices and software existent in the Programme ensuring compliance with registration and upgrades.

- Interaction with UNOPS ICT staff to share and exchange information and expertise on applications and tools.
- Effective functioning (installation, operation and maintenance) of all European PROGRES hardware equipment and acquisition of hardware supplies.
- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- Installation of commercial and in-house developed software and related upgrades, anti-virus programs on a timely basis.
- Advice on procurement process related to hardware and software.
- Active networking with clients on how to address and improve mutually common areas of concern.

Ensure efficient network administration within European PROGRES Programme, focusing on achievement of the following results:

- Maintenance of the Local Area Network (LAN) and Wide Area Network (WAN) systems to ensure that Network Operating Systems support databases, documents, resources and data files.
- Installation, upgrading and maintenance of LAN/WAN systems, including applications used in the system.
- Management and maintenance of equipment and applications associated with electronic mail system.
- Monitoring of the network connection on a daily basis to ensure stable and responsive network environment.
- Trouble-shooting and monitoring of network problems. Proper security to the LAN by strict management of the Firewall. Ensure that the UNOPS desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks.
- Response to user needs and questions regarding network access.
- Maintenance of up-to-date parameters of information for the network clients and electronic mail.
- Implementation of backup and restoration procedures for local drives. Maintenance of backup logs. Organization of off-site storage of backups.
- Maintenance of measures in place for business continuity and disaster recover processes and procedures including backup and restoration of both server and local storage facilities.

Ensure efficient and functional telecommunications system and web management services for European PROGRES Programme, focusing on the achievement of the following results:

- Proactive maintenance on telecom system to avoid disruption of service.
- Performance of minor repairs on hardware equipment, as required.
- Receipt, testing and installation of telecommunications hardware.
- Support to the maintenance of the Programme's website and Intranet.

Provide support to knowledge building and knowledge sharing to European PROGRES personnel, focusing on achievement of the following results:

- Personnel training and support on hardware familiarization and maintenance; software applications, file management/maintenance and LAN/WAN systems.
- Advice to management, clients and colleagues on matters within expertise.

Perform other duties as may be reasonably required and in line with the incumbent's scope of services above.

At the request of RSPC Manager and as may be reasonably required, provide support to RSPC activities in line with the scope of services above in order to further the common objectives of RSPC and its project Donors.

Required Selection Criteria

a. **Education**

- Bachelor degree/professional license, preferably in information sciences, computer sciences or engineering, or in exceptional cases, a specialized certification in combination with additional three years of similar experience may be accepted in lieu of a university degree.
- Knowledge of UNOPS' ICT rules and regulations would be an asset.

b. **Work Experience**

- Minimum two years of progressively responsible, job related experience in working in the field of information technology and/or telecommunications and systems.

5. Key Competencies

- Excellent knowledge of Serbian and English language
- Demonstrates professionalism and accountability
- Promotes ethics and integrity
- Respect for diversity
- Communications skills
- Builds staff competences and team effectiveness
- Demonstrates fair and transparent decision making
- Focuses on result for the client and responds positively to feedback
- Manages changes and applies strategic thinking
- Demonstrates commitment to UNOPS mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Shares knowledge and experience
- Actively works towards continuing personal learning, acts on learning plan and applies newly acquired skills
- Consistently approaches work with energy and a positive, constructive attitude.
- Remains calm, in control and good humoured even under pressure.

Submission of Applications

Additional Considerations

Qualified candidates may submit their application, including a letter of interest, complete Curriculum Vitae and an updated United Nations Personal History Form (P.11) to UNOPS via e-mail to: srpc.vacancies@unops.org Kindly indicate the vacancy number and the post title in the subject line.

Please note that this is a local post and is open to all nationals of the country of the duty station and to individuals who have a valid work permit.

Additional Considerations

- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.

For more information on UNOPS, please visit the UNOPS website at www.unops.org