



United Nations Support  
Mission In Libya  
بعثة الأمم المتحدة للدعم في ليبيا

<b>Job Opening for Information Systems Assistant UNSMIL-GS5-JO003/2018 (Open for 30 days)</b>	
<b>Title:</b>	Information Systems Assistant
<b>Level:</b>	GS-5
<b>Duty Station:</b>	Tripoli
<b>Section:</b>	Communication and Information Technology Section – CITS
<b>Date of Issue:</b>	15 January 2018
<b>Deadline for applications:</b>	13 February 2018
<b><u>Women candidates are strongly encouraged to apply to the mentioned position</u></b>	
<b>HOW TO APPLY:</b>	<p><b>STEP 1:</b> Interested applicants should submit the United Nations Personal History Form (P11 obtainable at the following web site: <a href="https://unsmil.unmissions.org/sites/default/files/p11-form.doc">https://unsmil.unmissions.org/sites/default/files/p11-form.doc</a>)</p>
	<p><b>STEP 2:</b> Qualified candidate MUST submit his/her application with all the documents listed in STEP 1 by e-mail to <a href="mailto:unsmil-hrstaffing@un.org">unsmil-hrstaffing@un.org</a> copy to <a href="mailto:elayashy@un.org">elayashy@un.org</a> and MUST include only the JO No. in the subject line of their e-mail (e.g. UNSMIL-GS5-JO003/2018)</p>
<b>ORGANIZATION SETTING AND REPORTING:</b>	<p>This position is located within the Office of the Chief of Mission Support in the CIT Section in the United Nations Support Mission in Libya (UNSMIL). The position is based in Tripoli, Libya. The incumbent will be under the overall supervision of the Chief CIT Section.</p> <p>UNSMIL's mandate as renewed in SC resolution 2376 (2017) of 14 September 2017 includes, as an immediate priority, support to the Libyan political process, as well as the undertaking of: (a) human rights monitoring and reporting; (b) support to key Libyan institutions; and (c) coordination of international assistance.</p>
<b>JOB DESCRIPTION:</b>	<p>Within delegated authority, the Information Systems Assistant/GS5 will carry out the following duties:</p> <ul style="list-style-type: none"> <li>• Provides support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshoots for various applications i.e., service support.</li> <li>• Provides timely and efficient IT support to all Mission components and sites.</li> <li>• Receives and logs problem calls or service requests in the automated tracking system.</li> <li>• Attempts to resolve problem calls or service requests on initial contact.</li> <li>• Diagnoses and resolves relatively simple hardware, software, or connectivity problems.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Assists Network unit to provide network connective in the mission area and all team sites.</li> <li>• Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation/uninstallation, software installation, LAN connection, returns to stock, etc.,</li> <li>• Escalates problems to the appropriate parties in accordance with established procedures.</li> <li>• Provides basic training to end0-users on the use of standard systems.</li> <li>• Distributes and deploys new computers and IT equipment in the Mission.</li> <li>• Cooperates with Assets Management Unit to update the issuance and return to stock items.</li> <li>• Takes charge of the Help Desk management in the absence of supervisor</li> <li>• Keeps abreast of developments in technology both in the UN and in the industry in general.</li> <li>• Monitors the performance of the LAN, and high speed Internet access facilities.</li> <li>• Assists in the implementation of ad-hoc LAN support requirements with departmental focal points.</li> <li>• Provides remote operations and maintenance service and advanced technical support for access routers on the Wide Area Network.</li> <li>• Maintains LAN equipment inventory.</li> <li>• Prepares and revises network diagrams and network documentations.</li> <li>• Maintains WAN equipment inventory and tracks repair history of WAN nodal equipment and modules.</li> <li>• Maintains Network Control Centre/Network Operations Centre records and Wide Area network documentation</li> <li>• Performs other related duties as required.</li> </ul>
<b>COMPETENCIES:</b>	<p><b>Professionalism:</b> Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.</p>



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	<p><b>Teamwork</b> 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.</p>
	<p><b>Communication</b> Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.</p>
<b>QUALIFICATIONS:</b>	<p><b>Education:</b> High school diploma or equivalent is required.</p> <p><b>Experience:</b> A minimum of five (5) years of progressively responsible experience in information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work.</p> <p><b>Language:</b> English and French are the working languages of the United Nations Secretariat. For the position advertised, fluency in oral and written Arabic is required. Knowledge of English is required</p> <p><b>Women candidates</b> are strongly encouraged to apply to the mentioned position.</p>
<b>SPECIAL NOTICE:</b>	<p>Recruitment in the General Service category shall be made in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country, and shall comply with any host country agreement in effect. Applicants who are not nationals from Libya must meet the relevant employment requirements of the host country, including fulfilling visa or work permit stipulations. An appointment shall not be granted to a person who is the father, mother, son, daughter, brother, sister, step-children or step sibling of a staff member. This restriction applies to relationships within the United Nations Secretariat and not to those with the separately administered Agencies, Funds or Programmes.</p>

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**ADDITIONAL  
INFORMATION:**

Due to the high volume of applications received, ONLY those applicants who are short listed will be notified.

**Incomplete applications or applications received after the deadline will not be considered.**

The necessity for ensuring the highest standards of efficiency, competence and integrity remain the paramount considerations in the employment of personnel. To ensure fairness and transparency, selection will be made on a competitive basis through a selection panel.