UN WOMEN United Nations Entity for Gender Equality and the Empowerment of Women	**JOB DESCRIPTION**

I. Position Information

Job Title: ICT Assistant **Department: Brazil CO** **Reports to (Title/Level): Admin/Finance Associate**	**Current Grade: SB 3-4**

II. Organizational Context

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security.

Under the overall guidance of the Chief, Information and Communications Technology (ICT) and the direct supervision of the Admin/Finance Associate, the ICT Assistant provides ICT and administrative support services to the UN Women Brazil CO, provides daily technical support to users of information management tools and technology infrastructure. The ICT Assistant promotes a client-oriented approach.

The ICT Assistant works in close collaboration with the Programme and Operations teams for resolving complex ICT-related issues.

III. Functions

1. **Provide support to the implementation of ICT strategies and new technologies in accordance with corporate information management and technology standards, guidelines and procedures**
   - Provide inputs to the development and implementation of the ICT annual work plan;
   - Provide IT support in the use of Atlas (UN Women's implementation of PeopleSoft ERP) functionality for improved business results and improved client services.

2. **Provide technical support in the functioning of the** the UN Women Brazil CO **hardware and software**
   - Make routine repairs and change hardware electronic components;
   - Provide technical support to the installation and maintenance of all communication systems including mobile and satellite phones;
   - Provide technical support to the installation commercial and in-house developed software and related upgrades, anti-virus programmes;
   - Maintain an up-to-date inventory of the software and hardware;
   - Monitor file server traffic, usage, and performance on a regular basis.

3. **Ensure efficient networks administration**
   - Monitor the network connection on a daily basis to ensure stable and responsive network environment;
   - Configure network printers and provide user access as required;

- Trouble-shoot and monitor network problems; respond to user needs and questions regarding network access;
- Maintain backup logs; organize off-site storage of backups;
- 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 to Local Area Network (LAN) management in accordance with UN Women requirements.

4. **Provide web management services**
- Maintain the UN Women Brazil CO web site and intranet.
- Assist Brazil Communications Associate with production of web-based materials.

5. **Provide administrative support regarding ICT issues**
- Maintain inventory and stock of supplies and spare parts in cooperation with the Procurement Unit;
- Research and retrieval of data from internal and external sources; prepare statistical charts, tables, and reports as required;
- Provide ICT support to key events.

6. **Provide technical support and advice** the UN Women Brazil CO and Country Office staff
- Diagnose, evaluate, and prioritize requests for assistance from staff UN Women Brazil CO and Country Office staff experiencing problems with hardware, application software, operating systems, networking and other computer related issues;
- Request new email accounts for Brazil CO staff;
- Liaise with ICT staff in HQ for support and guidance;
- Meet all ICT on-boarding requirements for new staff.

7. **Contribute to knowledge building and knowledge sharing in** the Brazil CO
- Contribute to the organization of trainings for the Brazil CO staff on ICT issues;
- Maintain library of reference materials;
- Synthesize lessons learned and best practices in ICT.

IV. Key Performance Indicators

- Well maintained and serviced hardware and software
- Quality support and advice to clients
- Timely web maintenance

V. Competencies

Core Values:
- Respect for Diversity
- Integrity
- Professionalism

Core Competencies:
- Awareness and Sensitivity Regarding Gender Issues
- Accountability
- Creative Problem Solving
- Effective Communication

- Inclusive Collaboration
- Stakeholder Engagement
- Leading by Example

Functional Competencies
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and virus protection systems;
- Good PC hardware troubleshooting skills;
- Good knowledge of video conferencing and telecommunication;
- Good knowledge of database packages;
- Ability to perform a variety of standard specialized and non-specialized tasks and work processes;
- Ability to review a variety of data, identify and adjust discrepancies.

VI. Recruitment Qualifications	
Education and certification:	• Completion of secondary education is required • Bachelor's degree in Computer Science is an asset • Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Professional (MCP) will be considered and asset.
Experience:	• At least 5 years of progressively responsible experience in network administration and use of hardware/software, telecommunications facilities
Language Requirements:	• Working knowledge of English is required • Knowledge of the other UN official working language is an asset.

Applications should done using the P11 form (http://www.onumulheres.org.br/wp-content/uploads/2018/01/P_11_form_UNwomen.doc) and be sent to unwomenbra.hr@unwomen.org until 12 May 2019.

Candidates must complete the online application form: https://forms.gle/h9QsUQpJnccab2Uq6