



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## VACANCY NOTICE No. [2016/HRT/022](#) INTERNAL/EXTERNAL

UNHCR Greece invites applications from qualified candidates for the following positions:

<b>Position title</b>	ICT Assistant – <b>2 positions</b>
<b>Contract type</b>	Temporary appointment
<b>Category and Grade</b>	General Service, G-4
<b>Duty station</b>	<b>Athens</b>
<b>Remuneration</b>	Salary and entitlements as per UN Staff Rules & Regulation
<b>Duration</b>	Till 31/12/2016 with a possibility for extension
<b>Starting date</b>	Immediately upon recruitment
<b>Closing date</b>	<b>31 August 2016</b>

### **OPERATIONAL CONTEXT**

In response to the exponential turn in the refugee and migrant crisis impacting Europe since the beginning of 2015, UNHCR Office in Greece mobilized efforts to assist the Government in identifying the needs and protection concerns of the refugees. UNHCR coordinates and promotes the implementation of its mandate within the framework of the Refugee Coordination Model with the government, civil society (IPs and Ops) and other relevant international and national stakeholders to provide protection and assistance to the thousands of women, men, boys and girls who found themselves in Greece.

### **FUNCTIONAL STATEMENT**

The incumbent works under the direct supervision of a Senior Officer and the technical supervision of an ICT Officer at Sub Branch, Regional level. S/he has working relationships with UNHCR staff members in the office and other offices within the country as well as with staff of UN agencies and other UNHCR partners to exchange information and to provide assistance.

#### **Accountability**

- The network (LAN) is properly maintained.
- ICT incidents are resolved in a timely and efficient manner.

#### **Responsibility**

- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, and Switches, Patch panels, Access points, to prevent faults occurring.
- Ensure that ICT problem recovery is done as quickly as possible and make regular system back-ups.
- Assist with the installation of the software packages, basic repair/maintenance of computer hardware and telecom equipment.
- Train UNHCR staff on email system, utilization of VHF handhelds, telephone system. Radio communication training to new IP staff and package police in the field.
- Distribute incoming cables, messages and other communication in accordance with established instructions.
- Add and remove users from the Networks.
- Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.
- Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
- May attend telephone calls and keep records of such calls.
- Carry out administrative duties, within the area of competence as assigned.
- Perform other duties as required.



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## **Authority**

- Decide on appropriate resolution to incidents.
- Escalate incidents where they cannot be resolved at the office level.

## **ESSENTIAL MINIMUM QUALIFICATIONS & PROFESSIONAL EXPERIENCE REQUIRED**

- Completion of the Secondary Education with post-secondary training/ certificate in Telecommunication and Information Technology.
- Minimum 3 years of previous relevant experience in the ICT field.
- Fluency in English and working knowledge of another relevant UN language or local language.

## **SUBMISSION OF APPLICATIONS**

If you wish to be considered for this vacancy, please submit your Personal History Form (P11) (which can be downloaded from [www.unhcr.org/recruit/p11new.doc](http://www.unhcr.org/recruit/p11new.doc)) and motivation letter by e-mail with the vacancy number **2016/HRT/022** in the subject line to: [greatvac@unhcr.org](mailto:greatvac@unhcr.org) no later than 31 August 2016. Only applications submitted by e-mail with a **signed P.11 form** will be considered. **Emails without vacancy number 2016/HRT/022 in the subject line will not be considered.**

No acknowledgement of the receipt of the application will be provided.

Shortlisted candidates might be required to sit for a written test and will have to undergo an oral interview. Only shortlisted candidates will be notified. No late applications will be accepted.

**UNHCR is an equal opportunity employer and does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).**

**Deadline for submission of application: 31 August 2016.**