



UNHCR

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

VACANCY NOTICE No. 2016/HRT/023 INTERNAL/EXTERNAL

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

Position title	Senior ICT Assistant
Contract type	Temporary appointment
Category and Grade	General Service, G-5
Duty station	Thessaloniki
Remuneration	Salary and entitlements as per UN Staff Rules & Regulation
Duration	Till 31/12/2016 with a possibility for extension
Starting date	Immediately upon recruitment
Closing date	31 August 2016

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 will work under the direct supervision of a Senior Officer and the technical supervision of an ICT Officer at Sub/Branch/Regional office level. The incumbent may play a supervisory role in overlooking the day-to-day activities of the Telecom operators in the offices in the area of coverage. H/She has working relationships with UNHCR staff members in the office and other offices within the country of assignment as well as with staff of UN agencies and other UNHCR partners within the zone of operation to exchange information and to provide assistance.

Accountability

- IT and Telecoms incidents are resolved.
- The required/requested technical support is provided in a professional manner.
- The network (LAN) is properly maintained.

Responsibility

- Assist the office in implementing set standards for applications that meets the needs of the users and supports the overall Information and Communication Technology.
- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, Switches, Patch panels, Access points, HF and VHF bases, HF and VHF relay stations, Satellite Modem to prevent faults occurring.
- Carry out missions for new installations and routine maintenance tours of ICT equipments.
- 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, HF and VHF equipment.
- Train UNHCR staff on email system, utilization of VHF handhelds, telephone system.
- Add and remove users from the Networks.
- Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.



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- Draft mails and memoranda on ICT matters.
- Assist in the drafting of technical documentation on radio equipment operating procedures
- Certify invoices and delivery notes and pass for payment.
- Evaluate needs for upgrading and eventually replacing ICT equipment in the field, to meet with UNHCR standards.
- Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
- Carry out administrative duties, within the area of competence as assigned.
- Perform other duties as required.

Authority

- To decide on appropriate resolution to incidents
- Escalating incidents where they cannot be resolved at the office level

ESSENTIAL MINIMUM QUALIFICATIONS & PROFESSIONAL EXPERIENCE REQUIRED

- Completion of the Secondary school or equivalent technical school with training/certificate in Telecommunication and Information Technology.
- Minimum 5 years of previous relevant experience in the ICT field.
- Fluency in English and working knowledge of another relevant UN language or local language (as applicable in the duty station).

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) and motivation letter by e-mail with the vacancy number **2016/HRT/023** in the subject line to: 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/023 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.