**Title of Position**

**Job Title: ICT Associate**

**Level: G7**

**Position Number: 00106082**

**Location: Kigali, Rwanda   
Full/Part time: Full time**

**Fixed term/Temporary: Fixed term**

**Rotational/Non Rotational: Non-rotational**

**Duration: 1 Year Renewable[[1]](#endnote-1)**

**The Position:**

The post is located in the Rwanda Country office and reports to the Operations Manager under the overall guidance of the Representative.

**How you can make a difference:**

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA’s strategic plan (2018-2021), focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end gender-based violence and harmful practices.

In a world where fundamental human rights are at risk, we need principled and ethical staff, who embody these international norms and standards, and who will defend them courageously and with full conviction.

UNFPA is seeking candidates that transform, inspire and deliver high impact and sustained results; we need staff who are transparent, exceptional in how they manage the resources entrusted to them and who commit to deliver excellence in programme results.

**Job Purpose:**

The ICT Associate will support CO staff to deliver the 8th Country programme which endeavors to support upstream interventions focusing on policy dialogue, advocacy, evidence generation and capacity development while ensuring that no one is left behind. This will be done by assuring the following key functions:

* Implementation of ICT management systems and strategies,
* Supporting the Country office in ICT for Development (ICT4D), employing innovation in programming in delivering the country Programme.
* Effective functioning of the Country Office (CO) hardware and software packages,
* Ensure ICT security in the CO, Support networks administration and Provision of administrative support,
* Facilitation of knowledge building, innovation and knowledge sharing in the CO,
* Coordination with other ICT as part of One UN in Rwanda.

The key results have an impact on the overall efficiency of the CO including

improved business results and client services. Forward-looking ICT management has an impact on the organization of office management, knowledge sharing, and information provision. All these will be achieved through a mix of strategies and interventions supported by the ICT Associate.

**Main Responsibilities/Expected Results:**

1. **Support implementation of ICT management systems and strategies, focusing on achievement of the following results:**

* Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment;
* Support to the use of ATLAS (UNFPA’s implementation of Enterprise Resource Planning) functionality for improved business results and improved client services;
* Provide inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures (SOPs);
* Provide inputs to preparation of results-oriented work plans;
* Transform use of eTools and facilitate training workshops or clinics, Safeguard the physical and logical security and safety of ICT; monitor risks and threats to the ICT infrastructure and take appropriate action;

1. **Ensures effective functioning and optimal utilization of the CO hardware systems, network and software facilities:**

* Perform specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs;
* Assist in the installation of commercial and in-house developed software and related upgrades;
* Support staff in backing up and restoring their files in Google workspace, as well as in virus detection, removal and prevention; upgrading patch and anti-virus programs on a timely basis
* Manage outsourcing, advise on IT- related contracts, monitor vendor performance, recommend necessary action to management on satisfactory completion of work and deliverables.
* Ensure that desktops, laptops and server passwords and related policies and in line with established corporate standards;
* Ensure normal users do not have administrative rights to their PCs and portable computers;
* Ensure unauthorized software is not loaded onto computers;
* Assist in the installation of commercial and in-house developed software and related upgrades.
* networks and systems administration, in trouble-shooting and monitoring of network problems; responding to user needs and questions regarding network access; Assist in backup and restoration procedures for local drives;

1. **Provide facilities and administrative support**

* Inventory management of required hard and software utilities
* Establish and maintain CO databases e.g. e-filing, electronic library directory, consultancy database, and database for common vendors, orient and coach staff on these databases/systems;
* Provide ICT support to key events and workshops;
* Maintain records on IT related asset management, preparation of reports, incl. year-end asset certification;

1. **Ensures facilitation of knowledge building; ICT for development in innovation and knowledge:**

* Support country office in delivering ICT for development (ICT4D) initiatives; participate and assist in the organization of training for the CO staff on ICT issues;
* Promotes innovation for impacts, enhance collaboration; build internal and external relationships for capacity building of implementing partners;
* Identify unmet needs, propose IT solutions, and advise management in the development of business cases, pitching of solutions, system architecture, and resource mobilization;
* Promote the use of collaboration tools for knowledge management capacity building and preserving institutional memory;
* Promote creativity and innovative thinking to re-engineer Business processes and make the best use of technology within and outside UNFPA;
* Contribute to knowledge networks (e.g. Docushare) and communities of practice.
* Coordinates with ICT colleagues from other UN Agencies and represents UNFPA in relevant working groups and activities pertaining to One UN in Rwanda

1. **Perform the functions of the CO asset and GHGE focal point:**

* Support management in safeguarding the organization’s assets (acquisitions, disposal, recording, reporting and certifications) in line with the UNFPA fixed assets policy;
* Support country office in the development and implementation of the greenhouse gas emission (GHGE) action plan.

**Qualifications and Experience**

**Education:**

Completed Secondary Level Education required.

Bachelor’s Degree in Computer Sciences and/or IT, Systems analysis, being a Cisco Certified Network Administrator (CCNA) and Microsoft Certified Professional (MCP) is an advantage.

Relevant certifications in hardware and software management and application, Microsoft Certified Professional (MCP) required

**Knowledge and Experience:**

* Minimum of Seven of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications.
* Proficiency in current office software applications and corporate IT financial systems.
* IT ability to familiarize with web-based integrated system.
* Some experience in research assistance.
* Strong interpersonal and organizational skills.
* Good written and verbal communication skills.

**Languages:**

Fluency in English; knowledge of other official UN languages, preferably French is desirable.

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| **Values:**   * Exemplifying integrity, * Demonstrating commitment to UNFPA and the UN system, * Embracing cultural diversity, * Embracing change | **Functional Competencies:**   * Ability to administer and execute IT administrative processes and transactions. * Ability to extract, interpret, analyze data and resolve IT operational problems. * Ability to perform work of confidential nature and handle a large volume of IT work. * Ability to support a team and team building skills. * Good knowledge of IT administrative rules and regulations. * Strong IT skills. * Focuses on result for the client and responds positively to feedback. * Ability to handle web-based management systems. * Attention to detail. * Excellent knowledge of office software packages |
| **Building and Managing Relationships:**   * Working in teams/managing ourselves and our relationships, * Communicating Information and Ideas * Self-Management / Emotional Intelligence * Conflict Management/Negotiating and resolving disagreements. | **Personal Leadership and Effectiveness:**   * Analytical and Strategic Thinking. * Results Orientation / Commitment to Excellence * Appropriate and Transparent Decision Making * Knowledge sharing and continuous learning. * Fostering Innovation and Empowerment. |

**Compensation and Benefits**

This position offers an attractive remuneration package including a competitive net salary plus, paid annual leave, health insurance and other benefits as applicable.

**Disclaimer**

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In accordance with the Staff Regulations and Rules of the United Nations, persons applying to posts in the international Professional category, who hold permanent resident status in a country other than their country of nationality, may be required to renounce such status upon their appointment.

1. No Expectancy of renewal in accordance with UN Staff Regulation 4.5 [↑](#endnote-ref-1)