



UN-LiREC JOB DESCRIPTION

Ref.: L-PROG-29

I. GENERAL INFORMATION

Unit : **Executive Office unit**
Title : **Information Technology Assistant**
Function : **Information Technology Assistant**
Duty station : **Lima, Peru**
Type of contract : **Service Contract**

II. SUPERVISION

First supervisor : Executive Office Coordinator
Second supervisor : Director
Organizational Setting
and Reporting Relationships : This position is located in the Executive Office unit
Supervision method : Information Technology Assistant is expected to carry out his/her assignment to completion and report its results

III. DUTIES, RESPONSIBILITIES AND OUTPUT EXPECTATIONS

The Information Technology Assistant will be responsible for:

Development and Programming

- Developing and maintaining of web sites and databases systems.
- Provide basic support in the planning, specification, design, development, implementation and maintenance of customized application software systems.
- Conduct research on new technologies as requested; keep abreast of developments in the field; assist in testing and evaluating new products and technologies.

IT Support and Procurement

- Provides full range of technical assistance for the staff.
- Establishes procedures to monitor all personal computers system to ensure that software distributions are being delivered correctly.
- Oversees software distribution updates, scripting, testing and support.
- Designs and establishes internal databases and files.
- Assists in research and evaluation of new standard equipment.
- Assists in establishing procurement specifications for UN-LiREC's equipment requests.
- Install application systems software and hardware according to specifications.
- Coordinates with other organizational units on issues that affect desktop administration and configuration

Server Operations and Administration

- Oversees the administration, operation, technical support, and monitoring of server systems.
- Ensures 24x7 operations and monitoring of assigned systems.
- Identifies the need for new systems or re-engineering of the existing systems.
- Implements backups of servers following standard backup procedures.

- Diagnoses and resolves hardware, software, or connectivity problems with minimum delay.
- Performs other duties as required.

IV. COMPETIENCIES:

- **Professionalism** – Knowledge of information technology and applications, including computer system networks. Good technical skills, ability to develop and computer programming systems conduct network maintenance; provide server services and user support. Demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results.
- **Planning & Organizing** – Ability to plan own work and manage conflicting priorities.
- **Technology Awareness** – Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.
- **Communication** – Good spoken and written communication skills, including the ability to write technical documentation, effectively train/advise users on systems applications, etc.
- **Teamwork** – Good interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

V. QUALIFICATIONS AND EXPERIENCES

- **Education:** Completion of high school or equivalent diploma; supplemental courses/technical certificate in software systems development or other related field.
- **Experience:** Several years of progressively responsible experience in information technology or related area and computer application development; experience across a broad range of hardware and software platforms.
Knowledge of: Microsoft Visual Basic 2003 and 2008; Microsoft reporting services 2003, 2005 and 2008; Microsoft SQL server 2005; Microsoft windows XP, Vista 7; Microsoft Windows server (installation and Configuration).
Experience in specialized development web page/databases to facilitate electronic reporting of differences clients (member states) to UN.
- **Language:** Spanish and English are the working languages.

VI. ADDITIONAL INFORMATION

- Qualified candidates who are interested in the above position are invited to submit their application, in Spanish, attaching a UN Personal History Form or CV, with contact details for two professional references, **not later than 22 July 2010**.

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Subject: Information Technology Assistant – Ref: **L-PROG-29**