



10 November 2017

## **UNHCR REPRESENTATION IN SRI LANKA INTERNAL/EXTERNAL VACANCY NOTICE**

Title	- Senior IT Assistant
Duty Station	- Colombo
Grade	- UN Salary Scale – G5
Position No	- 10006485
Type of Contract	- Fixed-Term ( <i>Initial contract for one year</i> )
Effective Date	- 1 December 2017

**Functional Statement:** Under the direct supervision of the Admin/Finance Officer, Colombo, the incumbent needs to perform the following duties/responsibilities;

1. Assist the office in setting standards for applications that meets the needs of the users and supports the overall Information Technology
2. Monitor and maintain the LAN, Network Servers, Printers, LAN points, Hubs, Patch panel, etc. to prevent faults occurring
3. Ensure that information problem recovery is done as quickly as possible by making regular system back-ups
4. Assist with the installation of software packages, basic repair/maintenance of all computer hardware in the office and where required implementing partners
5. Train UNHCR staff on email operation system
6. Add or remove users from the Network
7. Maintain the inventory of IT/ Telecom equipment
8. ProGres administrator to the ProGres system
9. Perform other duties as required

### **Essential Minimum Qualifications and Professional Experience Required;**

- Completion of Secondary education and Certificate/training in Information Technology.
- Minimum Five (05) years of previous job experience relevant to the function.
- Computer skills (in MS office).
- Fluency in English and working knowledge of another relevant local language.

### **Required Competencies;**

- Maintaining the Network
- System Administration
- Meeting Users' Needs
- Supporting Users
- Maintaining/Improving Standards

- Data Handling
- Coaching and Developing Staff
- Managing Resources
- Political and Organization Awareness

**Desirable Qualifications & Competencies;**

- Technical knowledge of Information technology
- Certificate in LAN operation.
- Communication skills

**Supervision Received/Work relationships and contracts**

- Technical guidance and instructions are received from the IT unit at HQ.
- The incumbent will also refer to technical manuals and policy papers.
- Regular contacts with staff in the office and in other offices within the country
- Contacts also with the Regional IT Officer and with the Field Office Support Team in HQ on matters related to the LAN/E-mail system.

Interested candidates are invited to fill in the Personal History form which can be obtained from the link <http://unhcr.lk/vacancies/>. Completed Personal History forms are to be submitted by 27 November 2017 at 4.30 p.m. with a motivation letter to [lkacohr@unhcr.org](mailto:lkacohr@unhcr.org) with a subject line “**Senior IT Assistant, Colombo**”, addressed to the Administrative/Finance Officer, UNHCR, 97 Rosmead Place, Colombo – 7. *No late applications will be accepted.*

**Only candidates short-listed for tests/interviews will be contacted.**