UNITED NATIONS 〇 NATIONS UNIES

REQUEST FOR CLASSIFICATION AND RECRUITMENT
GENERAL SERVICE AND RELATED CATEGORIES

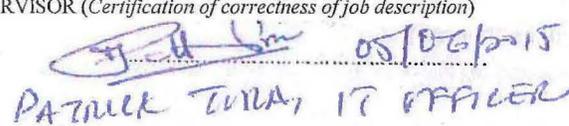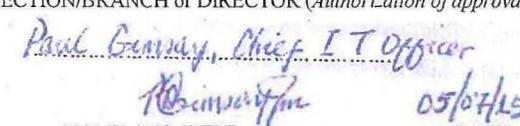| REASON FOR CLASSIFI- CATION	☐ VACANCY ANNOUNCEMENT ☐ REVISION OF DUTIES ☐ BUDGET APPROVAL ☐ OTHER (SPECIFY):	POST ENCUMBERED BY	EX INCUMBENT
		ANTICIPATED DATE OF VACANCY	DURATION OF THE POST

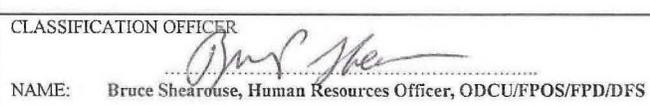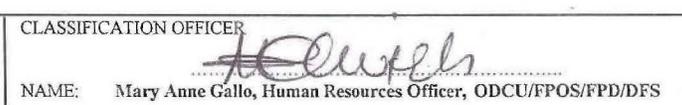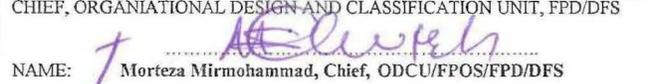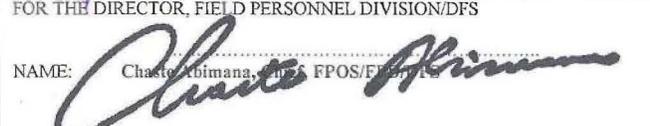| IDENTIFICATION OF THE POST (*USE OFFICIAL NOMENCLATURE*)	POST NUMBER Multiple	DUTY STATION Multiple	CURRENT FUNCTIONAL TITLE
1. DEPARTMENT/SECRETARIAT/OFFICE **FIELD MISSION/S**		SECTION	
2. DIVISION/CENTRE		UNIT	
3. BRANCH/SERVICE		ST/SGB/ORGANIZATION REFERENCE	OFFICE CODE

SIGNATURES

(*Attach a __complete and current organization chart__ showing the organizational structure of the post being described before obtaining the signature of the incumbent.*)

1. SUPERVISOR (*Certification of correctness of job description*)	3. EXECUTIVE or ADMINISTRATIVE OFFICER
PATRICK TVLA, IT OFFICER 05/06/2015	Alessandro Chiurazzi, Chief FPD/Recruitment
NAME AND TITLE DATE	NAME AND TITLE DATE 22/07/2015
2. CHIEF of SECTION/BRANCH or DIRECTOR (*Authorization of approval*)	4. INCUMBENT (*This is an accurate description of my post*)
Paul Ginray, Chief I T Officer 05/07/15	
NAME AND TITLE DATE	NAME AND TITLE DATE

The signatures confirm the certification as indicated. They do not imply any decision concerning the grade level of the post.

CLASSIFICATION NOTICE - The classification of the post is approved as follows:

FUNCTIONAL TITLE **Information Systems Assistant**	JOB DESCRIPTION NO. **JD/CP130GS**
OCCUPATIONAL CODE **2.1.05.a - Job Code 4043**	CLASSIFICATION LEVEL **GS-5**

COMMENTS

CLASSIFICATION OFFICER NAME: Bruce Shearouse, Human Resources Officer, ODCU/FPOS/FPD/DFS	CLASSIFICATION OFFICER NAME: Mary Anne Gallo, Human Resources Officer, ODCU/FPOS/FPD/DFS
CHIEF, ORGANIATIONAL DESIGN AND CLASSIFICATION UNIT, FPD/DFS NAME: Morteza Mirmohammad, Chief, ODCU/FPOS/FPD/DFS	
FOR THE DIRECTOR, FIELD PERSONNEL DIVISION/DFS NAME: Chaste Abimana, Chief FPOS/FPD	Date: aug 6, 2015

- To be completed by the incumbent of the post, if any. (*If this section cannot be filled out by the incumbent, it may be completed by the supervisor*).

1. Summary of principal functions.

These positions are located in the United Nations Field Peacekeeping Operations, Special Political Missions, Service Centres and Offices as applicable. The incumbent of the post usually reports to the Chief of Unit, Information Systems or to Information Systems Officer. The overall purpose of the post is to provide problem assessment, resolution and advice on a wide spectrum of IT issues.

2. Major duties and responsibilities. Describe in order of importance what is done and how it is done. Please indicate the approximate percentage of time devoted to each function.

%

Within delegated authority, the Information Systems Assistant will be responsible for the following duties:

-Provides support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshoots for various applications i.e., service support, as elaborated in the pages below.

50%

-Provides timely and efficient IT support to all Mission components and sites.

- Receives and logs problem calls or service requests in the automated tracking system.

- Attempts to resolve problem calls or service requests on initial contact.

-Diagnoses and resolves relatively simple hardware, software, or connectivity problems.

- Assists Network unit to provide network connectivity in the mission area and all team sites.

20%

- Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation/uninstallation, software installation, LAN connection, returns to stock, etc.,

- Escalates problems to the appropriate parties in accordance with established procedures.

-Provides basic training to end-users on the use of standard systems.

15%

- Distributes and deploys new computers and IT equipment in the Mission.

- Cooperates with Assets Management Unit to update the issuance and return to stock items.

10%

-Takes charge of the Help Desk management in the absence of supervisor.

-Keeps abreast of developments in technology both in the UN and in the industry in general.

-Performs other related duties as required.

5%

<u>**Elaboration of functions**</u>

Responsibilities: Within delegated authority, the information Systems Assistant will be responsible for the following duties:

Applications Support:
• Under direction of the supervisor, works as part of a team in the planning, specification, design, development, implementation and support of computer application systems and programs using UN established standards for IS technologies, programming languages and tools.
• Assists with the monitoring and expedition of computer application systems development projects; provides input for the development of standard terms of reference; serves as part of the team related to various project implementations in the Mission.
• Maintains functional specifications for computer application systems, programs and procedures; assists in ongoing reviews with users and developers; liaises with users to define and specify requirements; assists with version management, data recovery and deployment to users' offices.
• Implements and maintains security controls for various applications; ensures that security controls in place are monitored and enforced; assists with the maintenance of accurate access control lists including rights and privileges.
• Supports Data Recovery/Business Continuity software applications and systems.
• Provides input for the preparation of various technical and user documentation for deployed computer application systems, training materials and may conduct technical presentations; assists with the drafting of correspondence and communications, including work plan revisions, as well as unit contributions for a variety of periodic reports.
• Keeps abreast of developments in the field; implements benchmarking procedures and provides input for final decisions on new acquisitions.
• Performs other related duties as required.

Server/Data Centre Administration:
• Provides the full range of technical assistance in the area of server operations and administration.
• Installs, configures, tests and deploys server systems hardware and software, to include Local Area Network infrastructure, Operating Systems (Unix, Linux, Mac OS), Electronic mail, Lotus Notes, Citrix, Database systems, Web Development software, Firewall systems, Network Services Server systems (DNS, DHCP, NFS, CIFS/SMB, mail relay, and various security software.
• Provides the administration, operation, technical support, and monitoring of server systems; undertakes complex trouble shooting of server systems.
• Works with other Units within the Service to maintain optimal 24/7 operations for the server systems operations.
• Provides input to identify the need for new systems or re-engineering of the existing systems.
• Responds to requests from user offices and assists in deploying/configuring systems so as to conform to infrastructure standards; implements Disaster Recovery/Business Continuity (DR/BC) and backup services following standard procedures.
• Participates in the security incident response activities; assists in the implementation, operation and maintenance of security controls; performs regular vulnerability assessments of production systems to identify weaknesses as well as to determine the need for updating systems with fixes and patches.
• Assists with the drafting of documentation and reports.
• Performs other related duties as required.

Network Administration:
• Assists with the implementation of network projects in accordance with Mission requirements and applicable UN policies and standards.
• Assists with the review of network configuration to ensure maximum efficiency and optimal usage of

resources.
• Supports the management of network backup and security enforcement policies.
• Assists other personnel and/or contractors assigned to the Network Administration Unit.
• Works as part of the team to ensure the integrity of the various internetwork connections within the missions Intra and Extranets.
• Assists with the implementation of new and emerging technologies for voice, video, and data integration.
• Operates and maintains the various implemented Data Security projects with emphasis in network security, monitoring, resourcing, and other UN standard technologies.
• Ensures the proper administration of access control lists including rights and privileges; participates in the security incident response activities.
• Participates in planning, implementing, operating and maintaining security controls; performs regular vulnerability assessments of production systems to identify weaknesses to bring to the attention of supervisors.
• Participates in all network implementations.
• Assists with the drafting of documentation and reports.
• Performs other related duties as required.

IT Service Support:
• Works as part of a team of service coordination staff.
• Assists with the receipt and logging of service requests in the automated request management system.
• Assists with tasks related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
• Assists with the provision of basic training to end-users on the use of standard systems and applications.
• Provides input into the eventual drafts for end-user and/or technical documentation.
• Logs all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, escalation status, and other related metrics.
• Escalates problems/tasks to the appropriate parties in accordance with established procedure; monitors problems to resolution; detects problem patterns and consult with the supervisor to recommend solutions.
• Assists with quality assurance procedures to ensure client satisfaction.
• Keeps abreast of developments in information systems and technology in order to make recommendations to supervisors.
• Serves as a team member for various special projects within CITS.
• Performs other related duties as required.

ICT Security/ DRBC:
• Works as part of the team responsible for Disaster Recovery and Business Continuity plan (DRBC) implemented by the Mission.
• Assists with the implementation and testing of DRBC plans, and works within various teams related to DRBC management.
• Installs, operates and maintains multi-user information security systems including firewalls, malware detection/prevention systems, intrusion detection/prevention, network access controls, proxy servers, VPN, encryption,URL and content filtering systems in accordance with organisational technology security standards.
• Provides input for other CITS Units to determine security requirements and integration of these requirements in the system design and operations.
• Maintains security procedures, including user identification and access control processes to specific CITS resources and data.
• Acts upon all security incidents and violations, including reporting them immediately to the CITS Security Coordinator; participates in incidents management activities.
• Assists with the regular security assessments of production and CITS resources to identify potential weaknesses for referral to supervisors; performs risk analysis and provide data for further analysis by supervisors.
• Maintains the scheduled updates for CITS systems with fixes and patches.

• Performs other related duties as required.

Other duties and responsibilities common to the specialties above include, but are not limited to:
• Providing general assistance across the various fields of ICT support services in the Mission.
• Being part of cross-functional teams within CITS in order to assist with ICT related projects.
• Performs other related duties as required.

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3. **Guidelines:** **Indicate the rules, regulations, manuals, procedures, precedents, instructions, policies or other guidelines - written or unwritten - which apply to the work; describe the extent to which the incumbent is permitted to *INTERPRET* or *DEVIATE* from guidelines and to propose or establish new guidelines.**

- ST/SGB
- ST/AIs
- Mission policy on acceptable uses of CITS resources and data
- Mission email policy
- Mission Help Desk SOPs
- Mission Servicing /Repairs of private equipment

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4. **Consequence of Work:** **Indicate the kind of decisions or recommendations made and how they affect the work of the organizational unit. Describe the consequence of errors.**

The incumbent would decide on advice to give for specific problems. He/she would decide on how to approach and resolve computer software and hardware issues, and when to raise the problems to the next level. He/she may recommend a number of solutions and means to resolve a particular problem, when he/she is unable to resolve this him/herself. Errors, if undetected, would typically result in damage to the quality of work done through portions of the computer systems. The result is a loss of staff and computer time, i.e., on the work of the users. Such errors impact on the work of the users.

5. **Work Relationships:** **Indicate the *purpose*, *level* and *frequency* of contacts both inside and outside the organization.**

TITLE AND LEVEL	PURPOSE AND FREQUENCY
Information Systems Officers throughout the Mission.	To update supervisor on information systems issues, or secure advice and solutions. On daily basis.
Staff members (clients) throughout the Mission.	To discuss problems with a focus on resolving issues. As required.

6. **Responsibility for the work of others:** **Indicate the number, title and level of those for whose work you are responsible. Describe the nature of your responsibility, such as distribution and review of assignments, training, approval of leave, performance appraisal, etc.**

NUMBER	TITLE	LEVEL	NATURE OF RESPONSIBILITY
0-1	Information Systems Assistant	GS-3	Basic supervision on assigned tasks.

7. **Physical requirements**

(a) Describe the physical requirements of the work, such as lifting x lbs., walking, standing, sitting, etc. Describe how and when these requirements exist and how often per day, week, etc.

Minimal physical requirements such as bending and lifting when involved in hardware of software problem resolution.

(b) Describe the conditions of the work place, such as work in a machine room where extensive noise occurs, work out of doors in all weather conditions, damages or hazards present in the operation of the equipment or in the workplace.

The incumbent works in a normal office environment.

SECTION B - To be completed by the supervisor of the post.

1. Purpose: Describe the overall purpose, objectives, or goals of the post.

She/he effectively demonstrates initiative in the identification of a wide range of ICT issues/problems, providing clients with problem assessment and advice ensuring timely and quality resolution.

2. Review over work: Describe the way work is assigned (e.g. specific assignments with related instructions, or continuing responsibility, etc.) and the extent the work is reviewed (whether by the supervisor or others) while in progress or upon completion.

Work emanates from a continual parade of problems, issues or normal and ongoing complaints from clients in the mission headquarters, as well as staff in the outlying sites, which are consistent and inherent in this line of work. The incumbent is expected to approach the supervisor or other sources to secure a satisfactory resolution. More complex projects may be outlined by the supervisor and reviewed throughout the process. Resolution is reviewed for soundness of conclusions and judgement.

3. Qualifications required to perform the assigned duties of the post

(a) Skills/knowledge: Indicate kind of, type and length of training required for the post including skill in equipment operation.

High school diploma or equivalent is required.

(b) Experience: Indicate the *type* and *length* of practical experience required.

A minimum of five years of progressively responsible experience in information systems analysis, database installation and management and website development, systems administration and maintenance, software applications, hardware installation and related work.

(c) Languages required: Identify the languages required and the nature of their use (for example, typing, correction of grammar and punctuation, informal translation).

English and French are the working languages of the United Nations Secretariat. Fluency in English or French (both oral and written) is required; knowledge of the other is desirable.

4. If the job description is to be used for requesting a review of the classification level, indicate the changes that have occurred in the duty assignment.

N/a

INSTRUCTIONS FOR COMPLETING JOB DESCRIPTION (FORM P.270, GENERAL SERVICE)

General: Complete all sections of this document accurately in clear, concise language. If a question is not applicable, then mark n.a. Describe the work and the factors required of the **post** and not the characteristics, performance or qualifications of the incumbent. Attach additional sheets if necessary.

Section A

1. Summarize the major duties to give a quick overview of the post's activities.

2. **Duties and responsibilities**

Each post is responsible for generally four or five major duties or functions. These duties should be presented in order of importance with a detailed explanation of how the duty is achieved. Miscellaneous tasks which take only a small percentage of time can be grouped and listed together. Terms such as "assists", "prepares", "handles", or "participates" describe relationships but do not actually describe what is done to assist, how something is prepared or handled, or how one participates; therefore, they should be accompanied by an explanation of the "what" and "how" of the actual duties.

Keep in mind the outputs or end products (what is produced or what the work leads up to). Present facts, not appraisals or evaluations of the work. The following examples from different posts illustrate explanations of **how** the work is accomplished.

  a. Processing of communications: **30%**
   (a) Types from draft in final form, in English, French and Spanish either for dispatch or for photo-offset, letters and notes with appropriate documents sent to the Unit for processing. After this, sends to the Ministries of Foreign Affairs, the Permanent Missions, Organizations and special agencies.
   (b) Proofreads carefully the letters and notes which come from the Printing Section. Retypes the salutations of the notes as well as the addresses of the letters and special agencies where necessary.

  b. Assists in arranging meetings - for Directors' Meeting, Board Meeting, ad hoc meetings: **15%**
   a) Assembles, copies and distributes background papers and agenda (occasionally under own signature).
   b) Schedules conference rooms.
   c) Arranges working lunches for the Executive Director with Regional Directors.
   d) Distributes reports or minutes or meetings.

  c. Recruitment of Experts, consultants, volunteers: **10%**
   1) Obtains information for completion of recruitment form transmitting draft job descriptions to recruitment service.
   2) Completes the request for P.5 to initiate recruitment action and transmit to Administrative Services.
   3) Completes Special Service Agreement, giving details of account number, travel, etc.
   4) Types submission letters of qualified candidates to Government via the Resident Representative's Office, upon receipt of nominations.
   5) Sends Letters of Welcome and Channels of Communication to experts.

3. **Guidelines**

Describe the nature of the guidelines by listing them and describe the way they must be used, for example are they followed exactly, are they readily available or must they be searched out, must selection be made from among a number of alternatives.

4. **Consequence of work**

In general, decision making is considered as a commitment to a course of action that is not subject to detailed review. To make recommendations on the other hand requires the suggestion for courses of actions and implies that the post does not have complete or final responsibility. Decisions and recommendations made often relate to the choice from among guidelines, but they may also involve decisions or recommendations on what can be done to complete the work before referring to another source. Describe these kinds of choices made. In addition describe the damage that would be caused by errors in making these choices such as loss of time of incumbent, other staff members, or equipment; expenditure of excess funds; or additional work of others.

5. **Work Relationships**

Include only those contacts which are typical and occurring during the work cycle and indicate how contact is made (personal contact, telephone contact, correspondence).

6. **Responsibility for the Work of Others**

Be explicit in describing the nature of the responsibility. General terms like "supervise" are not sufficiently descriptive.

Section B
1. **Purpose**
Provide a brief statement of the overall objective or purpose of the post, such as, provides secretarial support to a recruitment officer.

3. **Qualifications Required**

  (a) The kind of training refers to knowledge of general office work or specialized work (such as computer, statistics, accounting). Type of training refers to the method such training would normally be acquired, such as high school, trade school, on the job, etc.
  (b) **Experience**
   Indicate how the experience relates to the job - such as it increases efficiency by allowing faster processing or it provides more in depth familiarity with the exceptions that occur in normal operations.

(c) <u>**Languages**</u>
   Please describe the way in which languages are used.