

ICT Assistant - (2405133)

Grade: G5

Contractual Arrangement: Fixed-term appointment

Contract Duration (Years, Months, Days): 1 year

Posting Date Jun 13, 2024, 2:54:27 PM

Closing Date Jul 5, 2024, 12:59:00 AM

Primary Location Kyrgyzstan-Bishkek

Organization EU_KGZ WHO Country Office, Kyrgyzstan

Schedule Full-time

IMPORTANT NOTICE: Please note that the deadline for receipt of applications indicated above reflects your personal device's system settings.

OBJECTIVES OF THE PROGRAMME

The objective of the Division of Business Operations (BOS) is to support the work of WHO in the European Region through delivery of services within the areas of human resources, finance, contracting and procurement, legal advice, information & communications technology, printing, security, facilities management, fixed assets, conference support, travel and transport, safeguarding personnel and staff wellness and well-being. As an enabling function, the division enhances the productivity of the health technical programmes and country offices while at the same time overseeing accountability, transparency and compliance with WHO administrative rules and regulations. The BOS division strives to strengthen the capacity of WHO/Europe to react in an agile way to external and internal changes. The division projects are designed to increase productivity, ensure financial sustainability of the region's structures, reinforce a client-oriented culture, strengthen country office capacities, and drive strategic initiatives to enhance staff motivation and well-being. The purpose of the Information and Communications Technology (ICT) Unit is to provide and oversee innovative, effective, and value-for-money technology solutions throughout the WHO European region, including country offices and geographically dispersed offices, as well as to the UN City located in Copenhagen, Denmark. ICT ensures connectivity, quality equipment, software solutions, access to and security of data, and customer support to optimize a digital WHO to deliver its strategic goals (three billion targets). ICT further provides connectivity, communication technology and client support to staff in the organizations of the UN City, Copenhagen. The WHO country office works with the National Authorities to achieve the highest standard of health as a fundamental human right, based on equity and on SDGs principle of leaving no one behind. WHO actions are engrained in the WHO 13th General Programme of Work with its 3 prong objectives of promoting healthier populations, keeping the world safe through addressing health emergencies, and protecting the vulnerable through Universal Health Coverage. WHO's mandate revolves around six core functions: (i) providing Global Health leadership; (ii) shaping the health research agenda; (iii) setting norms and standards; (iv) articulating evidence-based policy options; (v) providing technical support to countries; and (vi) monitoring and assessing health trends. The WHO Country Office is an integral part of the WHO Regional Office for Europe. Its main role is to facilitate and coordinate all WHO activities at country level and to implement the European Programme of Work 2020-2025 - "United Action for Better Health in Europe" which sets out a vision of how the WHO Regional Office for Europe can better support countries in meeting citizens' expectations about health. WHO at country level delivers this through practical, actionable and country focused solutions to health challenges, keeping in perspective that achieving health and well-being is a whole-of-society endeavor; This is done through facilitating the implementation of the Biennial Collaborative Agreement with the country and its corresponding workplan. The WHO Country Office maintains good working relations and ensures information exchange between the country and WHO, policy and strategic guidance on Health issues to all national and international partners in the country, provision of direct technical expertise when needed and aims at more community engagement and participation, and to promote health equity.

DESCRIPTION OF DUTIES

Under the supervision of the Administrative Officer of the Country Office, the incumbent provides day-to-day service desk and proximity support to WHO end-users, responding to queries, and resolving incidents and problems on Information and Communications Technology issues. In addition, the incumbent has responsibility to provide IT support for meetings and conferences and at times support for audio and video collaboration and/or Microsoft Office.

Key duties:

1. As part of the integrated WHO Country Office team and in close collaboration with the ICT Unit at BOS division, Copenhagen, the incumbent will perform a variety of services as follows: Regular maintenance of the Office LAN/WAN (on all premises used by the Office), facilitating stable operation of the active network devices of any type (hubs, switches, routers, firewalls) and cable system. Communicating with host technical services as appropriate on technical issues related to LAN, power circuits and infrastructure support.
2. Administration, operation and maintenance of the office workstations, laptops and servers (if any), including both hardware and software. End-user support in using the standard software; Support and maintenance of peripheral equipment (printers, faxes, multi-functional devices, copiers) upon the request of the Office staff;
3. Acting as a main technical focal point with the telephony and Internet provider(s), implementing any technical activities/adjustments recommended by Internet Service Providers, monitoring tariffs policy and recommending optimal rates to the Office management. Provide other on-site technical activities, requested by the ICT unit in Copenhagen, that may require physical intervention into the hardware;
4. Acting as a main technical focal point for the corporate global network infrastructure support, monitoring hardware status, addressing any related technical issues to the relevant staff of the ICT Unit in Copenhagen, implementing any technical activities/adjustments requested by the ICT and performing any other actions necessary to keep VPN link up and running the maximum possible time;

5. Maintain the regular back-up system in the Office. Assist the ICT Unit in Copenhagen in the installation and initial setup of any backup hardware and software as needed.
6. Cover for absence of other ICT staff; Perform other Duties as may be required.

REQUIRED QUALIFICATIONS

Education

Essential: Completion of secondary school or equivalent. Training: Essential: Formal training in computer support areas or demonstrated experience in helpdesk / proxy support. Microsoft Office and Microsoft SharePoint.

Desirable: Higher education is an advantage.

Experience

Essential: At least 5 years of experience in Information Technology support, experience in user support in a large networked and PC based environment, with strong knowledge in ServiceDesk/call center systems, incident and problem handling and escalation. Good knowledge of phone handling techniques and in dealing with demanding customers in a service delivery role and/or a multicultural environment. Knowledge of MS SharePoint. Advanced knowledge of Windows, desktop, notebook, and printer technologies. A hands-on experience with conference support systems including various Audio / Video components. Detailed knowledge of MS Office templates and scripting technologies.

Desirable: Experience with WHO rules and regulations, procedures and practices, and WHO applications, ITIL.

Skills

1. Excellent demonstrated communication skills in a multicultural and international environment. Approachability, service and customer-oriented with the ability to think quickly and act courteously at all times.
2. Sound understanding of the need to respects ethical rules and confidentiality at all times.
3. The incumbent maintains comprehensive skills and knowledge in the following technical areas: PC Hardware, Windows operating systems, basic networking (wired and wireless), platforms and related components and peripherals, mobile devices, and dependent on the incumbent conference support systems, video conferencing, and/or Microsoft Office and SharePoint.
4. Knowledge kept up to date through self-learning, market research, vendor seminars/briefings, industry publications and web sites, training courses and active use of these technologies.
5. Ability to identify and manage one's own emotions, as well as helping others to do the same.

WHO Competencies

Teamwork

Respecting and promoting individual and cultural differences

Communication

Moving forward in a changing environment

Producing results

Use of Language Skills

Essential: Expert knowledge of English. Intermediate knowledge of Local Language. Intermediate knowledge of Russian.

Desirable:

REMUNERATION

WHO offers staff in the General Services category an attractive remuneration package, which for the above position includes an annual net base salary starting at USD 15,533 (subject to mandatory deductions for pension contributions and health insurance, as applicable) and 30 days of annual leave.

ADDITIONAL INFORMATION

- This vacancy notice may be used to fill other similar positions at the same grade level
- Only candidates under serious consideration will be contacted.
- A written test and/or an asynchronous video assessment may be used as a form of screening.
- In the event that your candidature is retained for an interview, you will be required to provide, in advance, a scanned copy of the degree(s)/diploma(s)/certificate(s) required for this position. WHO only considers higher educational qualifications obtained from an institution accredited/recognized in the World Higher Education Database (WHED), a list updated by the International Association of Universities (IAU)/United Nations Educational, Scientific and Cultural Organization (UNESCO). The list can be accessed through the link: <http://www.whed.net/>. Some professional certificates may not appear in the WHED and will require individual review.
- According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Due regard will be paid to the importance of recruiting the staff on as wide a geographical basis as possible.
- Any appointment/extension of appointment is subject to WHO Staff Regulations, Staff Rules and Manual.
- The WHO is committed to creating a diverse and inclusive environment of mutual respect. The WHO recruits and employs staff regardless of disability status, sex, gender identity, sexual orientation, language, race, marital status, religious, cultural, ethnic and socio-economic backgrounds, or any other personal characteristics.

The WHO is committed to achieving gender parity and geographical diversity in its staff. Women, persons with disabilities, and nationals of unrepresented and underrepresented Member States (

<https://www.who.int/careers/diversity-equity-and-inclusion>

) are strongly encouraged to apply.

Persons with disabilities can request reasonable accommodations to enable participation in the recruitment process. Requests for reasonable accommodation should be sent through an email to

reasonableaccommodation@who.int

- An impeccable record for integrity and professional ethical standards is essential. WHO prides itself on a workforce that adheres to the highest ethical and professional standards and that is committed to put the [WHO Values Charter](#) into practice.
- WHO has zero tolerance towards sexual exploitation and abuse (SEA), sexual harassment and other types of abusive conduct (i.e., discrimination, abuse of authority and harassment). All members of the WHO workforce have a role to play in promoting a safe and respectful workplace and should report to WHO any actual or suspected cases of SEA, sexual harassment and other types of abusive conduct. To ensure that individuals with a substantiated history of SEA, sexual harassment or other types of abusive conduct are not hired by the Organization, WHO will conduct a background verification of final candidates.
- WHO has a smoke-free environment and does not recruit smokers or users of any form of tobacco.
- For information on WHO's operations please visit: <http://www.who.int>.
- WHO also offers wide range of benefits to staff, including parental leave and attractive flexible work arrangements to help promote a healthy work-life balance and to allow all staff members to express and develop their talents fully.
- The statutory retirement age for staff appointments is 65 years. For external applicants, only those who are expected to complete the term of appointment will normally be considered.
- Please note that WHO's contracts are conditional on members of the workforce confirming that they are vaccinated as required by WHO before undertaking a WHO assignment, except where a medical condition does not allow such vaccination, as certified by the WHO Staff Health and Wellbeing Services (SHW). The successful candidate will be asked to provide relevant evidence related to this condition. A copy of the updated vaccination card must be shared with WHO medical service in the medical clearance process. Please note that certain countries require proof of specific vaccinations for entry or exit. For example, official proof /certification of yellow fever vaccination is required to enter many countries. Country-specific vaccine recommendations can be found on the WHO international travel and Staff Health and Wellbeing website. For vaccination-related queries please directly contact SHW directly at shws@who.int.
- This post is subject to local recruitment and will be filled by persons recruited in the local commuting area of the duty station.
- In case the website does not display properly, please retry by: (i) checking that you have the latest version of the browser installed (Chrome, Edge or Firefox); (ii) clearing your browser history and opening the site in a new browser (not a new tab within the same browser); or (iii) retry accessing the website using Mozilla Firefox browser or using another device. Click this link for detailed guidance on completing job applications: [Instructions for candidates](#)