

## VACANCY NOTICE

**Post title:** Information and Communication Technology Analyst

**Post level:** NOB

**Post N°:** 10558

**Duty Station:** Cape Verde - Office of the United Nations Funds and Programmes

**Application deadline:** 16 May 2011

**Vacancy open only for Cape Verde nationals**

**Principal Functions:** Under the guidance of the Operations Manager, the incumbent will be responsible for:

- Planning and implementation of an ICT strategy in the Office of the United Nations Funds and Programas
- Overall management of Systems, internet, hardware and software and support to users.
- Development/provision of tools and systems to enable an efficient delivery of the JO programme and reporting.

### Duties and responsibilities

#### 1. LAN/WAN

- Supervise of LAN and WAN Configuration and Maintenance – plans, installs, configures and maintains network hardware and software; establishes, maintains and ensures adherence to standards for network configuration and user authorities; adjusts systems parameters to obtain optimum performance; maintains user profiles and network security; assists in drafting internal guidelines and procedures; monitors the network's performance periodically to determine needs for upgrade and enhance performance of the system; monitors changes in the network usage in order to determine how this affects the number of file servers and workstations; additional disk space.
- Develop and maintains technical and administrative procedure for telecommunications including facsimile and E-mail; keeps records on requests for network systems enhancements and maintenance; keeps network system documentation up-to-date and in order.
- Provide detailed specifications for the procurement of hardware and software items; promotes and evaluates procedures for data and disaster recovery and organizes directories structures and manages space allocation.

#### 2. Security

- Design and maintains a Security Policy and a Contingency Plan for the network as well as ensures that the guidelines are followed.

#### 3. Installation and Troubleshooting

- Supervise the installation and/or relocation of new hardware; supervises the software installation and upgrading for new releases and versions;
- Maintain supply spare parts and performs basic hardware repair; troubleshoots hardware and software problems within the field office; contacts local supplier(s) and/or national/international hot-lines for supplemental support; carries out or monitors preventive maintenance programs; ensures hardware compatibility for requisitions and sufficient power supply; evaluates and appraises current and future hardware, software and service requirements;
- Keep abreast on industry trends and technological developments in LAN and WAN hardware, software and communication technology development in order to propose changes in the current environment; troubleshoots network hardware and software problems, trains alternate staff to act as a backup administrator.

#### 4. Hardware/Software

Support the Service Centre Coordinator in defining hardware and software tools and standards according to appropriate guidelines to meet Joint Office demands in a cost-effective way.

#### 5. Training

- Promote efficient use of standard software operation; trains staff, as appropriate, in standard equipment operation; develops/adopts maintenance and back-up/restore procedures; trains and helps staff in the use of these procedures; advises staff in the use of tools for data access/transfer between workstations. Establishes, as necessary, conversion facilities and trains staff in the use of these facilities and performs data conversions, as applicable.
- Actively supports knowledge building, sharing and applying in the office and the organization.

#### 6 Internet/Intranet

- Collaborate with Headquarters in the designing of the office Internet/Intranet homepages and web-sites, maintain the homepages updated adding new links, texts, pictures and sounds as part of the information strategy.
- Responsible for the appropriate functioning of the electronic mail of the office

#### 7. Information Sharing

- Coordinate with Communication Officer an elaboration of the common electronic information sharing system via P/Drive and updates the relevant files

**Required Qualifications:** University degree in Data Processing or Computer Science, Telecommunications Technology, or its equivalent in relevant IT Certifications.

**Required Knowledge and Experience:** 3 years of professional experience in ICT, working experience with SQL, ERP, Web and Exchange Servers, network hardware and software, network and telecommunications facilities including Internet, previous experience in programming, and preparation of training courses, LAN and WAN operation is essential.

**Other skills desirable:** Experience working in a UN Agency an advantage.

**Languages:** Working knowledge of French and English. Good knowledge of Portuguese.