



**UNITED NATIONS DEVELOPMENT PROGRAMME
REGIONAL CENTRE FOR LATIN AMERICA AND THE CARIBBEAN
(RSC-LAC)
CONSULTANT**

I. Position Information

Job code title:	Consultant, ICT
Supervisor:	ICT Associate
Type of contract:	SSA (Special Service Agreement)
Duration:	6 months, starting 20 September 2010
Location:	Panama City RSC-LAC

II. Organizational Context

Under the guidance and direct supervision of the ICT Associate, the ICT Support Clerk provides ICT and administrative support services to the ICT unit, provides daily technical support to users of information management tools and technology infrastructure in the Regional Service Centre. The ICT Support Clerk promotes a client-oriented approach, continuous assistance and individual follow-up to the RSC.LAC clients

The ICT Support Clerk works in close collaboration with the Front Office, Management Support and Business Development, Programme and Operations teams in the Regional Service Centre LAC staff for resolving ICT-related issues.

III. Functions / Key Results Expected

Summary of key functions:

- Support to implementation of ICT systems
- Effective functioning of the RSC-LAC hardware and software packages
- Support to networks administration
- Provision of administrative support
- Facilitation of knowledge building and knowledge sharing
- Contribute to the training RSC-LAC plan

1. Supports **implementation of ICT management systems and strategies**, focusing on achievement of the following results:

- Compliance with corporate information management and technology standards, guidelines and procedures for the RSC-LAC technology environment.
- Provision of inputs to the result-oriented Unit work plan.

2. Ensures **effective functioning of the RSC-LAC hardware and software packages**, focusing on the achievement of the following results:

- Performance of routine technical tasks, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
- Support in the installation of commercial and in-house developed software and related upgrades
- Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.

3. Supports **networks administration**, focusing on achievement of the following results:

- Response to user needs and questions regarding network access.
- Assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance in off-site storage of backups.

4. Provides **administrative support**, focusing on achievement of the following results:

- Maintenance of an up-to-date inventory of software and hardware.
- Maintenance of a library of ICT related reference materials.
- Maintenance of the inventory and stock of supplies and spare parts
- Provision of ICT support to key events.
- Maintenance of Unit's files, logs
- Extracting, inputting, copying and filing data from various sources.

6. Ensures **facilitation of knowledge building and knowledge sharing in the RSC-LAC**, focusing on achievement of the following results:

- Participation and assistance in the organization of training for the RSC-LAC staff on ICT issues.
- Contributions to knowledge networks and communities of practice.

IV. Impact of Results

The key results have an impact on the overall efficiency of the RSC-LAC including improved business results and client services.

V. Competencies and Critical Success Factors

Corporate Competencies:

- Demonstrates commitment to UNDP's mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Functional Competencies:

Knowledge Management and Learning

- Shares knowledge and experience and provides helpful advice to others in the office

Development and Operational Effectiveness

- Ability to provide basic IT support services
- Good administrative skills
- Ability to review a variety of data, identify and adjust data discrepancies
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, knowledge of web applications and network administration, ERP
- Ability to work in a team environment.

Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates openness to change and ability to manage complexity

VI. Regime For Payment Of Fees

- The professionals who submit an expression of interest to work should set their expectations monthly rates in dollars of the United States of America.
- The contract signed as special services agreement does not involve any fees in advance at the beginning of the consultancy.

VII. Recruitment Qualifications

Education:	Secondary education with specialized formal training on IT systems, business software (Microsoft Office) and web-based applications, ICDL certification, Microsoft Certified Professional (MCP) is desirable but not required
Experience:	2-3 years of relevant working experience in IT and administration.
Language Requirements:	Fluency in the UN and national language of the duty station.

ADDITIONAL INFORMATION

- Qualified candidates who are interested in the above position are invited to submit their application, attaching a UN Personal History Form, not later than **13 September 2010**. Internal candidates must attach copies of three last performance appraisals.

To: Consultant, ICT **rc.lac.vacancy@undp.org**

Subject: **Vacancy Announcement No. 051. Consultant ICT**

- Please note that applications received after the deadline will not be considered.
- Only short-listed qualified candidates will receive an acknowledgement.