

**United Nations High Commissioner for Refugees (UNHCR)
Country Office Damascus, Syria**

**Vacancy Announcement No. UNHCR/VN/ 2020/07
Internal/External Circulation**

Position Title: ICT Assistant	Position Level: G4	Date Issued: 9-Feb-2020
Position No.: 10027528	Report To: Senior ICT Officer (Infrastructure)	Closing Date: 23-Feb-2020
Section/ Unit: ICT	Duty Stations: Damascus	Contractual Status: Fixed-term Appointment

Availability of the Post: Immediately

Accountability

The network (LAN) is properly maintained.
ICT incidents are resolved in a timely and efficient manner.

Duties and Responsibilities:

- Monitor and maintain the LAN, Network Servers, Routers, Printers, LAN Points, and Switches, Patch panels, Access points, to prevent faults occurring.
- Ensure that ICT problem recovery is done as quickly as possible and make regular system back-ups.
- Assist with the installation of the software packages, basic repair/maintenance of computer hardware and telecom equipment.
- Train UNHCR staff on email system, utilization of VHF handhelds, telephone system. Radio communication training to new IP staff and package police in the field.
- Distribute incoming cables, messages and other communication in accordance with established instructions.
- Add and remove users from the Networks.
- Maintain the inventory of ICT equipment and keep track of movements of ICT equipment.
- Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted.
- May attend telephone calls and keep records of such calls.
- Carry out administrative duties, within the area of competence as assigned.
- Perform other duties as required.

Authority

Decide on appropriate resolution to incidents.
Escalate incidents where they cannot be resolved at the office level.

Qualification Required

Education and Skills:

Completion of the Secondary Education with post-secondary training/ certificate in Telecommunication and Information Technology.

Experience:

Minimum 3 years of previous relevant experience in the ICT field.

Languages:

Fluency in English and working knowledge of another relevant UN language or local language.

Please apply in writing by completing and signing the Personal History Form (as per link below) and including an up to date CV as well as your motivation letter. Please also indicate the following vacancy announcement number, position title and location: **UNHCR/VN/2020/07, ICT Assistant, Damascus**

All applications must be submitted by e-mail to: SYRDAHUMANRES@unhcr.org indicating the vacancy number. No hard copies (paper applications) will be accepted.

Applications received will not be acknowledged, only the successful candidates will be notified of the outcome of the competitive process, and will be invited for a written test and an interview.

Non-Syrian Arabs must attach their valid residence permit as well as a valid work permit. Applications received without these documents will not be considered.

A Personal History Form is attached for ease of reference and can also be downloaded from the following link: <http://www.unhcr.org/recruit/p11new.doc>

Please note that the Personal History Form is mandatory and must be SIGNED by the applicant.

Distribution:

All UNHCR staff members in Syria
UN organizations in Syria
Specialized Agencies
Diplomatic Missions
International NGOs
Non-government Organizations
Embassies