Food and Agriculture Organization of the United Nations

CALL FOR EXPRESSIONS OF INTEREST - VACANCY ANNOUNCEMENT Nº: IRC5155

Issued on: 14 December 2017
Deadline For Application: 28 December 2017

JOB TITLE:	Information Technology (IT) Assistant	**TYPE OF CONTRACT:** **DUTY STATION:**	National Project Personnel Addis Ababa
ORGANIZATIONAL UNIT:	FAO Representation in Ethiopia- FRETH	**DURATION:**	6 months with possibility of extension and availability of funds

FAO seeks gender, geographical and linguistic diversity in its staff and consultants in order to best serve FAO Members in all regions.

**Qualified female applicants and qualified nationals of non-and under-represented member countries are encouraged to apply.
Persons with disabilities are equally encouraged to apply.
All applications will be treated with the strictest confidence.**

Organizational Setting

The Food and Agriculture Organization (FAO) of the United Nations is the specialized agency of the United Nations for food, nutrition, agriculture, and forestry. FAO's global vision is for a world free from hunger and malnutrition where food and agriculture contribute to improving the living standards of all, especially the poorest, in an economically, socially and environmentally sustainable manner. Achieving food security for all is at the heart of FAO's efforts – to make sure people have regular access to enough high-quality food to lead active and healthy lives.

The mission of the Food and Agriculture Organization of the United Nations (FAO) is to work to eradicate hunger and promote global food security together with balanced and complete nutrition. Our mandate is to raise levels of nutrition, improve agricultural productivity, better the lives of rural populations and contribute to the growth of the world economy.

FAO's three main goals are: the eradication of hunger, food insecurity and malnutrition; the elimination of poverty and the driving forward of economic and social progress for all; and, the sustainable management and utilization of natural resources, including land, water, air, climate and genetic resources for the benefit of present and future generations.

Reporting Lines

Under the overall guidance of the FAO Representative to Ethiopia, the overall supervision of the Administrative Officer, in close collaboration with the Finance and Administration Officer and the direct supervision of the Information Support Officer (ITSO)'

Key Results

Provision of First line support to users.

Key Functions

- Provide first line of support to staff for Information Communication Technology (ICT) related problems; logging each incident and support on LANDesk;
- Setup new PCs, performing configuration and replacement which is done by deploying FAO Standard Field Kit Image in consultation with the ITSO;
- Update documentation of devices on the network [i.e. desktops, printers, communication devices] for faster & effective support;
- Troubleshoot and resolve problems reported by users in consultation with the ITSO;
- Provide assistance to Meeting assistant for required ICT support for workshops, meetings and Video Conferences;
- Check & verify ICT equipment [computer, printer, projector, Scanner, UPS] when procured for the office and projects to be in line with the standards and specified requirement in consultation with the ITSO;
- Providing ICT support to visiting staff /officers from other FAO offices and workshop participants;
- Establish a good working relationship with other professionals (e.g., contract businesses) to facilitate necessary maintenance and repair of ICT equipment;
- Follow-up of preventive and remedial maintenance for PABX system ,Printers, desktops and servers;
- Any other ICT duties as assigned by ITSO & Administration.

CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

Minimum Requirements

Education: Completion of secondary school education preferably supplemented by technical courses in ICT related fields.
Work Experience: Four years of ICT experience, including providing first line support to users and trouble shooting
Language: Strong communication skill (English and local language-Amharic) and interpersonal skills.

Competencies
- Results Focus
- Teamwork
- Communication
- Building Effective Relationships
- Knowledge Sharing and Continuous Improvement

Technical/Functional Skills
- Conversant with Windows 7, MS Office 2013 applications and Outlook
- Conversant with benefit of using & Maintaining Standards
- Good experience with Desktop and laptop support and troubleshooting
- Self-learner, motivated to self-update to move with the technology
- Able to promptly answer / respond to support related email, phone calls
- Good communication (oral and written)

Selection Criteria
- Candidates should be nationals of Ethiopia;
- Academic qualifications;
- Extent and relevance of work experience;
- Client oriented skills.

Please note that all candidates should adhere to *FAO Values of Commitment to FAO, Respect for All and Integrity and Transparency.*

ADDITIONAL INFORMATION
- All applications will be reviewed and qualified applicants will be contacted for interviews.
- FAO does not charge a fee at any stage of the recruitment process (application, interview meeting, processing).
- Incomplete applications will not be considered. If you need help, or have queries, please contact: iRecruitment@fao.org
- Applications received after the closing date will not be accepted.
- Only language proficiency certificates from UN accredited external providers and/or FAO language official examinations (LPE, ILE, LRT) will be accepted as proof of the level of knowledge of languages indicated in the online applications.
- For other issues, visit the FAO employment website: http://www.fao.org/employment/home/en/

HOW TO APPLY

To apply, visit the iRecruitment website at http://www.fao.org/employment/irecruitment-access/en/ and complete your online profile. Only applications received through iRecruitment will be considered.

Candidates are requested to attach a letter of motivation to the online profile.

Vacancies will be removed from iRecruitment at 23:59 Central European Time (CET) on the deadline for applications date. We encourage applicants to submit the application well before the deadline date.

If you need help, or have queries, please contact: iRecruitment@fao.org

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