

## Vacancy Announcement:

### **Position: ICT Help Desk Assistant, Grade: G06 - Requisition No. 2100781 – Special Service Agreement (SSA).**

#### **OBJECTIVES OF THE PROGRAMME**

Country Management Support Units have been established in the organizational structure to provide support for Managers and staff to fully assume their responsibilities in the GSM environment and to ensure compliance with organizational policies, procedures, rules and regulations on all administrative and financial matters and transactions in the context of an Enterprise Resource Planning (ERP) system.

#### **PURPOSE OF THE POSITION**

Within the WHO Country Office (WCO) in South Sudan, to manage and provide ICT support to managers and other support staff.

#### **DESCRIPTION OF DUTIES**

**Summary of Assigned Duties (Describe what the incumbent has to do to achieve main objectives; include main achievements expected):**

1. Identify and resolve end-user IT problems
2. Provide one-on-one end-user problem resolution support to all staff members and employees
3. Installation and configuring computer operating systems, productivity applications and mobile devices
4. Perform routine and proactive maintenance and checks on common peripherals devices  
Such printers, scanners, photocopiers and network components.
5. Assist end-users with personal backups and assist in performing the general office-wide backups
6. Record all reactive and proactive incidents in the incident management system (Siebel)
7. Assist in the IT hardware inventory management and IT information asset register
8. Assist in training of end-users on usage of common software and hardware productivity tools
9. Perform any other tasks as may be required by direct supervisors or management

#### **REQUIRED QUALIFICATIONS**

##### **Education**

**Essential:** Work requires completion of secondary school.

**Desirable:** First University degree in Communication engineering or electronics or computer technology

##### **Experience:**

**Essential:** A minimum of 7-year relevant experience in administrative information and communication technology

**Desirable:** Experience in intergrating Voice and Data Communications field, LAN design, maintenance and troubleshooting roster configuration, IP address schemes, internet/tunnelling.

## **Skills**

- Very good knowledge of LAN and TCP/IP networking.
- Good knowledge of E-mail system's administration
- Good knowledge of computer security including firewall and virus protection
- Good Knowledge of data backup disaster Recovery procedures

## **WHO Competencies**

1. Teamwork
- 2) Respecting and promoting individual and cultural differences
- 3) Communicating in a credible and effective way
- 4) Knowing and managing yourself.
- 5) Producing Results

## **Use of Language Skills.**

Essential: Excellent knowledge of English.

## **ADDITIONAL INFORMATION**

- Only candidates under serious consideration will be contacted.
- A written test 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.
- Any appointment/extension of appointment is subject to WHO Staff Regulations, Staff Rules and Manual.
- For information on WHO's operations please visit: <http://www.who.int>.
- WHO is committed to workforce diversity.
- WHO has a smoke-free environment and does not recruit smokers or users of any form of tobacco.
- Applications from women are particularly encouraged.
- This is a general Service category Position. Therefore, only applications from nationals of the Country where the duty station is located will be accepted. Applications Who are not nationals of this Country will not be considered.

How to apply: Please follow the below link

<https://careers.who.int/careersection/ex/jobdetail.ftl?job=2100781>

Candidates wishing to submit applications for WHO advertised positions must first create their personal accounts/profiles in Stellis. Please find attached a Quick Guide to do this.