



Job Description	ICT Assistant
Post Title	ICT Assistant
Type of Contract	Local Individual Consultant
Duration	12 months (initial), part-time, renewable
Duty Station	Brasília - DF

Organizational context

The new UNFPA country programme for Brazil was approved by the Executive Board for a five-year period of 2017-2021 and covers 4 strategic areas: Sexual and Reproductive Health; Adolescents & Youth; Population Dynamics which includes South-South Cooperation in support of the ICPD agenda. The CPD is based on a total resource plan of USD 37.5m of which USD 4,5m regular resources and USD 33m to be mobilized.

At the same time, the UN in Brazil signed a new Development Assistance Framework (UNDAF) covering the same 5-year period as the UNFPA CPD (2017-2021). UNFPA Brazil was nominated to coordinate the 1 of the 5 strategic areas, the People pillar. In addition, UNFPA is chairing the Government/Interagency working group on Youth and the Government/Interagency working group of HIV/AIDS. Furthermore, UNFPA is co-chairing the Brazilian Chapter of the Global Health Partnership - H6.

Since 2015 Brazil is undergoing a period of political and economic instability, which has significantly impacted UNFPA's ability to mobilize resources from the Government to implement the Country Programme. In this context of declining core resources, UNFPA is obliged to move more decidedly than ever into the global multilateral arena of non-core resource mobilization. Beyond the corporate shift, this requires UNFPA at country office level to embrace a mode of engagement and a way of doing business internally, which departs from the traditional UNFPA operation. As such, various new internal processes as well as profiles need to be adapted, at programmatic, operational and communications levels. New frameworks as well as a new business culture need to be adopted. This poses several internal challenges the CO team must overcome in conjunction with the external political, social and economic circumstances in Brazil.

Summary of main functions

The ICT Assistant will work at the UNFPA Office in Brazil and report to the UNFPA Operations Manager (NOA). He / she will play a key role in supporting all matters related to the support of IT services support of the UNFPA office.

- To guide the UNFPA Brazil team in the use of software and IT systems in general;
- Install and update software and programs as needed;
- Provide technical support related to the internet, emails, printers and software for the office;
- Provide support in IT services for meetings, workshops and other events organized or supported by UNFPA;
- Support the IT asset management monitoring process: maintain an up-to-date list of equipment (PC, mobile) and IT supplies, support the inventory process, and monitor the custody of equipment;
- Provide assistance in the process of purchasing IT equipment;
- Be a focal point in the Global Directory, helping to update the data and create new accounts.
- Support the Operations Manager in all aspects of the physical and IT infrastructure of the UNFPA sub-office in Salvador-BA and in Boa Vista-RR;
- To act as a contact point for the UNDP IT team that provides IT support through an SLA with UNDP;
- Support Interagency Programs related to IT issues;
- Maintain records and oversee UNFPA contracts with telecommunications providers;
- Support the Operations Manager on all matters related to the UNFPA office (physical facilities, space, building etc.);
- Implementation of ICT strategies, new application technologies and management of ICT resources;
- Optimization of the use of the tools currently used by the office;
- Maintenance of BCP (business security plan) and DRP (disaster recover process);



Work relations

Internal contacts include the Operations Manager, the country office programme team and the Senior Management Team.

Job requirements

Education:

- Professional with a degree in Information Technology, Information Security or Computer Sciences; or
- Secondary school with additional 3 years of relevant experience, beyond the required experience defined below.

Experience:

- 6 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications.
- Professional experience within the UN system;
- Initiative, capacity to organize and meet deadlines;
- Ability to work in teams, openness to respond positively to different points of view and criticisms regarding their individual performance, as well as make necessary adjustments.

Languages

Oral and written fluency in Portuguese and English

Corporate Skills

- **Integrity, Ethics and Values**
 - Act in accordance with UNFPA and UN values, administrative rules, code of conduct and ethical principles.
 - Exercise critical judgment when handling operational data focusing on the better fulfillment of UNFPA's mandate and securing information confidentiality.
 - Conflict Management / Negotiating and Resolving Disagreements.
 - Building support and political acumen.
 - Creativity and innovation.
 - Team work.
 - Effective Communication.
 - Managing conflict.
 - Knowledge Sagring.
 - Fair and transparent decision making.
- **Client/Partner Orientation**
 - Contribute to the achievement of positive results for clients and partners by anticipating needs and concerns, and responding to them efficiently.
- **Sensitivity to cultural diversity**
 - Demonstrate inclusive behavior with colleagues and stakeholders by successfully developing cross-cultural relationships.
 - Be adaptable and sensitive to political, religious and cultural differences.
 - Actively promote equity and gender diversity in all activities.
- **Innovation**
 - Demonstrate curiosity and creativity when solving administrative problems.
 - Communicating Information and Ideas
 - Self-management and Emotional Intelligence
 - Be tolerant with different points of view and understand the role of operations as an evolving area of UN reform which contributes to a more effective and efficient implementation.
- **Accountability**
 - Be accountable for handling confidential information in support of UNFPA's work in Brazil.
 - Ensure information is correctly collected, recorded and used to minimize errors and strengthen implementation.
 - Appropriate and Transparent Decision Making

Basic Skills

- **Achieve results**
 - Seek ways to optimize the use of resources and ensure the correct execution of policies.
 - Promote actions to ensure that daily activities are executed on time.
- **Focus on problem solving**
 - Actively support operational services and promote exchange of information with programme units.
 - Support the implementation of appropriate solutions in support to UNFPA operations, focusing on practices that have the potential to enhance existing systems and that can lead to the identification of corrective measures to solve problems.
- **Working in a Team and Managing Relationships**
 - Promote team harmony by collaborating with colleagues and paying due consideration to ideas from other members.
 - Stay calm and focused even under pressure.
 - Take advantage of team diversity to achieve better and more innovative results.
 - Demonstrate resilience when dealing with complex and urgent tasks.
 - Ability to work independently and as part of a team.
- **Communication for impact**
 - Effective Communication
 - Encourage and actively engage in open, objective discussions demonstrating the ability to see problems and situations from the perspective of team members.
 - Express ideas clearly and encourage open dialogue in order to develop better solutions without undermining peer relationships.
 - Excellent writing and communication skills.
 - Good research skills and ability to synthesize information.



How to apply

Complete the P11 form available at http://www.unfpa.org.br/Arquivos/p11_port_final.doc

Procedure: On the vacancy announcement page, click "Apply Now". After completing the necessary data, click on "Submit Application". In "Attach Resume", click "Browse" to include your already filled in P11. In "Upload Resume", submit your P11.

Important notes

Only applications made using the P11 form and submitted within the deadline will be considered.

UNFPA is committed to human diversity in terms of gender, nationality and culture. People from minority groups, indigenous people and people with disabilities are encouraged to participate in the selection process. All applications will be analyzed with complete confidentiality.

Due to the high volume of applications, individual receipt confirmation is not be possible. Only a limited number of pre-selected candidates will be contacted.

Candidates must be of Brazilian nationality or have legal authorization to work in the country.

UNFPA does not charge any type of fee to participate in this process. UNFPA does not solicit or search for individual information about HIV or AIDS and does not discriminate against HIV-positive people. UNFPA offers equal opportunities to all applicants and encourages Afro Descendants and women to apply.