



VACANCY ANNOUNCEMENT: UNOWAS/HRS/VA/004/2022

The Cameroon Nigeria Mixed Commission (CNMC) is looking for a highly motivated and results oriented team player to join a dynamic team.

To serve as: Information Technology Assistant

Title Position	Information Technology Assistant
Number of positions	01
Type of contract	Service Contract
Duration of contract	Until 31 December 2022
Category and level	SB3
Duty station	Yaoundé- Cameroon
Unit/Section	CNMC/CITS UNOWAS
Issuing date	5 April 2022
Closing date	19 April 2022

The Cameroon Nigeria Mixed Commission is seeking a Service Contract for Information Technology services. The Information Technology Assistant is expected to provide technical and administrative support, as well as network administration and IT training.

Organizational Setting: The position is located in Yaoundé and is part of UNOWAS CITS unit. The IT Assistant will report to the Information Technology Officer.

Duties and Responsibilities: Under the guidance and supervision of the CITS Officer, the incumbent is responsible for the following:

System Accounts Setup

- Set-up and configure Microsoft Office 365 mail, One Drive, Share Point Online, MS Team configuration
- Provide share folder access on Online MS Sharepoint
- Enable all staff to use desktop computer and Telephone,
- Perform basic functions to ensure all staff are able to check mail,
- Print, browse Internet/Intranet sites etc.
- Configure Data back up



Desktop, Notebook Computer and Network Maintenance ICT System support

- Maintain Desktop, Printer, Digital sender and Fax Machine.
- Re-image crashed computer and data backup/restore
- Identify and resolve technical problems including hardware, software, and network issues
- Maintain Data Network and telephone network infrastructure fully functional.
- Maintain Data security of IT systems.
- Install and update Antivirus tools in all Desktop and Laptops
- Provide training to staff members for usage Desktop, Printer, Fax and Microsoft applications etc.
- Support Microsoft Office Applications
- Install UN approved standard applications as requested by staff
- Maintain PABX system and telephone line cable and phone devices
- Manage record of Official and Personal calls
- Install approved standard applications as requested by staff
- Maintain record of ICT assets inventory
- Provide training to staff members to use official software and devices
- Provide daily report to Chief ICT in UNOWA HQ in Dakar
- Perform other duties as required.

Competencies:

- **Professionalism:** Knowledge of information technology and applications, including computer system networks. Good technical skills, ability to conduct network maintenance, provide server services and user support. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.



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- **Planning & Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
 - **Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Qualifications:

Education: High school diploma or equivalent and technical or vocational certificate in Information Technology, Telecommunication or related area required.

Experience: A minimum of seven years (07) years of experience in Information Technology, Telecommunication or related area is required.

Language: English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written French is required. Working level knowledge of English could be an advantage.

Applications:

Applicants meeting the above qualifications are requested to submit the following only by email to **unowas-cnmc-hr@un.org**:

- Cover letter
- Completed and signed P-11 form (please note the P11- Form is available on the UNOWA Website at www.unowas.unmissions.org)
- Copy of Diplomas and Degrees
- Work certificates from previous employers

Note: Please indicate clearly the vacancy number and title in the email subject. **Only short-listed candidates will be contacted.** Female candidates are encouraged.

This announcement and the P-11 Form are available on the UNOWAS website: www.unowas.unmissions.org

Assessment Method:

Evaluation of qualified candidates for this position may include a written assessment followed by a competency-based interview.