UN World Food Programme – Lebanon
JOB ADVERTISEMENT
VACANCY ANNOUNCEMENT NO. VA-108223

Post Title:	**Business Support Assistant (Database/IT), SC4**
Contract type:	Service Contract
Post Grade:	SC 4
Duty Station:	**Qobayat Field Office**
Duration:	12 Months (extendable)
Date of issue:	14 November 2019
Closing Date:	28 November 2019

- This position is open to qualified **Lebanese** candidates **only**.
- **Female** candidates are encouraged to apply.
- Only shortlisted applicants will be contacted.

Organizational Background

Assisting more than 90 million people in 83 countries each year, the World Food Programme (WFP) is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies and working with communities to improve nutrition and build resilience.
As the international community has committed to end hunger, achieve food security and improved nutrition by 2030, one in nine people worldwide still do not have enough to eat. Food and food-related assistance lie at the heart of the struggle to break the cycle of hunger and poverty.

In Lebanon, WFP works to support approximately 700,000 people with regular assistance using e-cards. WFP also supports Lebanese schools with school meals and has run over 300 development activities which include supporting rural infrastructure, as well as education and training opportunities for vulnerable individuals in families. WFP also supports Lebanon's National Poverty Targeting Programme.

Organizational Context:

The post is based in Qobayat FO with some movements to the Tripoli office. The incumbent reports to the Programme Assistant (Ecard Management Analyst).

Job Purpose:

To deliver standard business support processes for IT, Cash Based Transfer data management and monitor database standards and controls; to facilitate effective service delivery of these mentioned.

Accountabilities:

Under the supervision of the Programme Assistant (Ecard Management Analyst), the incumbent will perform the following tasks:

1. Respond to queries related to IT and escalate where appropriate, in order to provide a timely and accurate service to the field office.
2. Gather information with clear direction to support the Data cleaning, reconciliation and preparation of reports.
3. Upgrade / update database according to the project's needs.
4. Assure that data entry activities are accurate, timely, and compliant with state and regulatory standards.
5. Assist in the development of programme database that includes deploy data table structures, forms, views, functions, triggers, queries.
6. Maintain database results by setting and enforcing standards and controls.
7. Support processing and managing Service & Payment List, to contribute to the effective and timely management of resources.
8. Identify discrepancies in Direct Food Assistance and Livelihoods statistics and data, and report to the programme at the Field Office level.
9. Provide support on the physical check for the new cards/PINs, to contribute to the development of accurate documentation.
10. Take responsibility for the maintenance of set standard systems and files, to ensure information is accurate and readily available for the function.
11. Work with FMAs and other field staff to develop, document and perform testing and validation as needed for process and system changes and to assist in business support delivery for staff.
12. Monitor hardware and software by assessing transaction processing and database production options.
13. Maintain database performance by troubleshooting problems.
14. Monitor dashboard and improvements by supervising system programming.
15. Secure database by monitoring corporate procedures, and controls.
16. Perform other duties, as required.

Minimum Qualifications:

Education: Completion of secondary school education. First University degree in IT, Computer Science or a relevant field is desirable.

Experience: Three years of experience working with databases & IT utilizing MS SQL, PostgreSQL, Oracle Databases, MS Access.

Language: Fluency in both oral and written communication in English and Arabic. Knowledge of French language is added advantage.

DESIRED EXPERIENCES FOR ENTRY INTO THE ROLE:

- Minimum of 2 years IT work experience and 3 years work experience in database administration, data management and data analysis.

- Previous experience working with Cash Based Transfer & Livelihood intervention databases in the humanitarian sector is desirable.

- Strong skills in database systems (SQL server, MS Access, PostgreSQL).

- Experience analyzing data and producing reports.

- Ability to use databases i.e. enter data, update records and fields, modify database structure, generate customized reports.

- Ability to design the structure of the database and write appropriate interfaces (eg Microsoft Excel) for data entry and ensure data quality and security.

- Basic understanding of data security and encryption tool

- Maturity and professional ability to handle sensitive information and ability to respect the procedures and guidelines.