
NATIONAL CONSULTANT – ICT ASSISTANT

1. BACKGROUND:

Under the guidance and direct supervision of Administrative Officer, the ICT Assistant will provide daily technical support to users and maintains information management tools and technology infrastructure. The ICT Assistant will work in close collaboration with colleagues in the Information Management Unit, Coordination unit, Administration and all staff of the OCHA Country office in resolving complex ICT-related issues

2. DUTIES AND RESPONSIBILITIES:

The ICT Assistant will be responsible for the following duties:

- Create automated solutions/workflows in Office 365 SharePoint Online;
- Update SharePoint lists, libraries, web parts, workflows, sites/sub-sites;
- Coordinate with the IT team and other service support providers to effectively resolve incidents and requests, both hardware and software;
- Ensure day-to-day functionality of all computing resources (Servers, Router, Firewalls, WIFI access points, IP Telephony, video conferencing facilities, etc.);
- Upgrade and reimage computer hardware and application software as required. (Install and configure desktop computers, printers, routers, switches, smartphones, software deployment, security updates and patches);
- Assist in the presentation of display materials and Video Conferencing events;
- Manage users in the Office 365, provide IT Services orientation for Employees (Email, printers, scanners, IP telephone, etc.);
- Monitor, troubleshoot and resolve internet/Telephone connectivity problems;
- Help to accomplish administrative responsibilities: Assist in the procurement of IT items in accordance with OCHA ICT Policy and Standards and manage email accounts of the staff.

3. KEY TASKS AND DELIVERABLES:

- Monthly Payment will be made upon submission and approval of reports on progress achieved according to the Terms of Reference (TOR).

4. REQUIRED SKILLS AND EXPERIENCE:**Education:**

- High School diploma with the relevant certifications in the hardware and software management and application (Microsoft Certification, Cisco Certification);
- University Degree in Computer Science is desirable;
- Cisco Certified Network Administrator (CCNA) or Cisco Certified Network Engineer (CCNE) or Microsoft Certified System Engineer (MCSE) required.

Experience:

- A minimum of 3 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications, web maintenance and other related fields.
- A minimum of 01 year of experience in LAN operating systems, Microsoft Windows, Office365 SharePoint, corporate ICT security and viral protection systems.
- Advanced abilities with MS outlook mail system, MS Access, MS Excel and other software platforms. Certification in these products is an advantage.
- Experience working for an operational UN Agency or NGO is desirable.

Language Requirements:

- Fluency in English;

5. DURATION OF WORK AND DUTY STATION

- 06 months assignment.
- Tunis, Tunisia.

6. COMPETENCIES

Core competencies:

- Demonstrates integrity and ethical standards;
- Demonstrates the ability to remain objective, neutral and independent vis-à-vis all parties involved;
- Demonstrates commitment to OCHA's mission, vision and values by supporting corporate goals;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Technical competencies:

- Experienced understanding of TCP/IP;
- Good knowledge of Windows Server 2012/2016 and Azure,
- Build automated workflows and forms across Office365 apps;
- Explore and analyse datasets with tools like Power BI, MS Excel or Access;
- Experience with other Office 365-based collaboration tools, Outlook;
- Good judgment and ability to improve network security and prepare correspondence on own initiative.