



**Terms of Reference**

**Post Title:** IT Associate (ROSEAP/2018/SC/005)

**Duty Station:** UNODC Regional Office for Southeast Asia and the Pacific  
Bangkok, Thailand

**Type of Contract:** Service Contract (SB-3 level, in equivalent to SC-6)  
Open to Thai national only  
*Remuneration: Starting Baht 773,230 per annum*

**Duration:** One year with possibility of renewal subject to funding  
availability

**Application deadline:** First Deadline: 31 July 2018  
Extended to: 19 August 2018

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**II. Background Information**

Under the overall supervision of the Regional Representative and/or Operations Manager, UNODC Regional Office for Southeast Asia and the Pacific (ROSEAP) and the technical guidance of the Information Technology Service (ITS) at UNOV/UNODC, the IT Associate will provide ICT services and implement ICT management systems, office automation and communications of the Regional Office. The incumbent will liaise with ITS for the development of IT and communication support provided by ITS to the Regional Office. He/she will work in close consultation with and under the overall technical guidance of ITS team.

**III. Functions / Key Outputs Expected**

Summary of functions:

1. Effective functioning of hardware and software packages at the Regional Office.
2. Efficient networks administration.
3. Implementation of ICT management systems and strategies.
4. Provision of administrative support.
5. Facilitation of knowledge building and knowledge sharing.

...2/ 1. Ensures effective functioning

1. **Ensures effective functioning of hardware and software packages at the Regional Office,** focusing on the achievement of the following results:

- Provision of proactive maintenance services, troubleshooting and technical support to ensure that a high quality service is provided to both internal and external users regarding computer hardware, software, network maintenance and administration;
- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs;
- Assistance in the installation of commercial and in-house developed software and related upgrades;
- Assistance in upgrading patch and anti-virus programmes on a timely basis;
- Monitoring of file server and internet traffic, usage and performance on a frequent and regular basis;
- Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.

2. **Ensures efficient networks administration,** focusing on achievement of the following results:

- Maintenance of overall ICT systems which includes office equipment, LAN, WAN communication, servers running Windows Server 2016, and Lotus Notes and Microsoft Office 365 applications;
- Maintenance of operational servers in line with the required IT infrastructure and provide regular update of hardware and software, Virus protection, system and data back ups and security;
- Trouble-shooting and monitoring of network problems;
- Response to user needs and questions regarding network access;
- Implementation of backup and restoration procedures for local drives;
- Maintenance of backup logs.

3. **Ensures implementation of ICT management systems and strategies,** focusing on achievement of the following results:

- Compliance with corporate information management and technology standards;
- Formulation and implementation of an annual plan for IT and communication systems;
- Provision of technical inputs to the management on improvement and upgrading of ICT system used to increase organizational efficiency and effectiveness;
- Provision of inputs to preparation of results-oriented workplans and activities.

4. **Provides administrative support,** focusing on achievement of the following results:

- Planning and arranging installation and relocation of new computers, printers and LAN;
- Maintenance of an up-to-date inventory of all the IT equipment and software;
- Recommendation of action for defective/disposable equipment;
- Maintenance of the inventory and stock of supplies and spare parts in cooperation with the procurement team;
- Maintenance of the filing system ensuring safekeeping of confidential materials;
- Extraction of data from various sources;
- Research and retrieval of data from internal and external sources; preparation of statistical charts, tables and reports as required;

...3/ Provision of website updates

- Provision of website updates and maintenance as required;
- Provision of ICT and/or audio/ visual support to events as required.

5. **Ensures facilitation of knowledge building and knowledge sharing**, focusing on achievement of the following results:

- Contributions to the orientation of corporate IT applications and utilization to Regional Office personnel;
- Liaises with IT departments at UNOV/UNODC, UNDP, ESCAP and other service providers for IT development and collaborations;
- Contributions to knowledge networks and communities of practice.

#### **IV. Impact of Results**

Successful operations and maintenance of IT activities with smooth and functional IT system, and office communications of UNODC ROSEAP.

#### **V. Competencies**

##### **Corporate Competencies:**

- Demonstrates commitment to Organization's mission, vision and values.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

##### **Functional Competencies:**

###### *Professionalism:*

- show prides in work and in achievement with minimal supervision;
- conscientious and efficient in meeting commitment, deadlines and achieving results;
- able to work under stressful situation.

###### *Planning and Organizational:*

- develop clear goals that are consistent with agreed strategies;
- identify priority activities and assignments and adjust priorities as required;
- monitor and adjust plans and actions as necessary.

###### *Communication:*

- listen, speak and write clearly and effectively;
- demonstrate openness in sharing information and keeping proper people informed.

###### *Teamwork and respect for diversity:*

- work collaboratively with colleagues to achieve organizational goals;
- work effectively with people from all background;
- treat all people equally with dignity and respect;
- share credit for team accomplishments and accept joint responsibilities for team shortcomings.

...4 / VI. Qualifications Requirements

<b>VI. Qualifications Requirements</b>	
Education:	<p>Secondary Education preferably with specialized certification in areas directly relevant to computer sciences or information technology.</p> <p>University Degree in computer sciences, information technology or other related fields would be desirable, but it is not a requirement.</p>
Experience:	<p>At least 5 years for secondary school, or 3 years for university degree holder, of relevant work experience at the national or international level in ICT/ Helpdesk support services.</p> <p>Experience in network administration, support to management of hardware/software platforms, and telecommunications facilities.</p> <p>Good knowledge of IT and computer hardware/software.</p> <p>Practical experience on maintenance and administration of information &amp; communication technology systems including the management of file servers, web servers and messaging servers as well as LAN/WAN communication and equipment.</p> <p>Good communication skills with ability to produce high quality work under pressure and cope with deadlines.</p>
Language Requirements:	<p>This position requires good English language skills and fluency in oral and written Thai.</p>

**HOW TO APPLY:**

Interested applicants should submit the following documents:

- (a) Letter of interest clearly stating suitability for the position
- (b) UN Personal History Form and detailed curriculum vitae based on the criteria stated above. UN Personal History Form could be downloaded from <http://www.unodc.org/southeastasiaandpacific/en/who-we-are/job-opportunities.html>

Please submit the application by e-mail to: <unodc-roseaprecruitment@un.org>.

Application deadline is extended to 19 August 2018.

- Note:** (a) Please clearly indicate the position you are applying for.  
 (b) Failure to submit supporting documents as specified in the announcement will result in an incomplete application. Applicants who submit incomplete applications will NOT be considered for this vacancy announcement.

Due to the volume of applications, only candidates under positive consideration will be notified.

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*Re-released date: 01 August 2018*