



**Title:** ICT Assistant

**Domain:** Administration

**Grade:** SB-2

**Organizational Unit:** UNESCO Harare

**Location:** Harare

**Type of contract:** Service Contract

**Duration of contract :** One Year with the possibility of extension

**Deadline (midnight, Zimbabwe time):** **19 November 2018**

#### OVERVIEW OF THE FUNCTIONS OF THE POST

The United Nations Educational, Scientific and Cultural Organization (UNESCO) is seeking applications from Nationals of Zimbabwe for the position of ICT Assistant in Zimbabwe.

Under the direct supervision of Finance and Administrative Officer of the Regional Office for Southern Africa, the incumbent shall be responsible for the following duties within the authorized delegated authority:

- Administrate the Office computer network, as well as data and telecommunication facilities.
- Install workstations and required ICT facilities for users.
- Maintain video and audio conference equipment and ICT equipment.
- Manage and administrate data backup system.
- Provide troubleshooting support on hardware and software to the office; seek technical advice and support from KMI/HQ colleagues as required.
- Maintain and control an up-to-date inventory of software and hardware, as well as stock of supplies and spare parts and propose annual procurement plan on ICT equipment
- Maintain the record management system ensuring safekeeping of confidential materials.
- Provide ICT support required for any Office events: meetings, conferences and workshops.
- Provide staff training on hardware, software, record management and various UNESCO customized systems.
- Liaise regularly with KMI service to ensure efficient and reliable operations of the ICT infrastructure and proper implementation of Service Level Agreements. Represent UNESCO at ICT inter-agency meetings and groups at a country level

#### REQUIRED QUALIFICATIONS

#### **EDUCATION AND SKILLS**

- Secondary Education with relevant certifications in hardware and software management and application.
- University degree in Computer Science would be desirable.
- Excellent inter-personal communication skills and excellent organization skills

#### **WORK EXPERIENCE**

- At least 5 years work experience in related fields, including network administration, support to management of hardware and software platforms, telecommunication facilities, knowledge of Window-based package/applications, knowledge on conferencing systems.

#### **LANGUAGES**

- Fluency in English. Fluency in other local languages would be an added advantage

### **BENEFITS AND ENTITLEMENTS**

UNESCO's salaries are calculated in US dollars and exempt from income tax. They consist of a basic salary. Other benefits include: 30 days annual leave.

Please note that UNESCO is a non-smoking Organization.

### **HOW TO APPLY**

To apply, please send your application letter including contact details for 3 referees, copies of certificates and, UNESCO CV standard form, to be found at: <http://fr.unesco.org/careers/media/3705>, in English to [vacancies.harare@unesco.org](mailto:vacancies.harare@unesco.org)

Applications must reach the address mentioned before midnight on 19 November 2018 (Harare time).

**This is a local position, therefore only citizens of Zimbabwe are eligible to apply.  
Please note that only applicants who are short-listed will be contacted.**