

TERMS OF REFERENCE

UNFPA Turkey ICT Assistant

Type of Contract	: Service Contract
Level	: SB3 (SC5)
Duty Station	: Ankara, Turkey
Duration	: Up to 31 December 2020, with possibility of extension

Background:

UNFPA Turkey Office has been providing technical assistance to the Turkish Government under the Humanitarian Program since 2011. The Humanitarian Program has significantly expanded since 2016 which has resulted in an increase of number of programmatic and operational staff as well as UNFPA supported service delivery points. This has brought the need to strengthen the ICT infrastructure both in house and for field operations.

The ICT Assistant position is located in Ankara Country Office. Under the direct supervision of the Assistant Representative, the ICT Assistant provides effective ICT systems, help and implement higher ICT standards and policies as per UNFPA guidelines, and provide technology support and solutions to meet the needs of the country office programmes.

Major Activities/Expected Results:

Under the direct supervision of the Assistant Representative, the ICT Assistant will:

- **Supports the overall technology infrastructure** for the UNFPA Turkey operations in Turkey including implementation and management of the software applications and hardware infrastructure that support operations.
- **Supports systems administration** including: network maintenance and improvement; general computer support; upgrades; software installations; license management; internet stability; smart phones; printer support; deployment of equipment; management of inventories; end user support; providing user training on common business applications.
- **Contributes to various IT projects.** This may include: coordinating improvement of IT infrastructure, assessment of applications and technology; formulating and presenting solution options to various levels of management; influencing and advising on the equipment or software selection process; development/management of vendor supplied data collection services.
- **Participates** in internal work meetings and inform UNFPA team on ICT issues; report any ICT security related issues; maintain full confidentiality for all work-related information and perform any additional duties as per supervisor's request.
- **Backs-up** ICT Associate on IM functions where necessary and appropriate
- Performs **any other** duties, as required.

Work Relations:

Under the direct supervision of the Assistant Representative, works closely with the rest of the UNFPA/Humanitarian Team, CO Team and Cross Border Team.

Minimum Qualifications and Experience:

Education : Bachelor's Degree in computers science, engineering, information technologies or other related field or relevant certification in ICT
Experience : 5 years of relevant professional experience in ICT technical field
Language : Fluency in written and spoken English and Turkish
Computer Skills: Microsoft Office, Windows-based applications, integrated web based management systems, spreadsheets, databases, ubnets, firewalls, Windows clients, LAN, Windows Server 2012 R2, , GSuite by Google Cloud Services
Nationality : Turkish

Skills and Competencies:

- Knowledge of PfSense firewall is an asset.
- Experience in working on data collection platforms is an asset.
- Additional working years in ICT technical field is an asset.
- Experience in working with international organizations is an asset.
- Familiarity with UN procedures and working methods is an asset

Core Competencies:

- Values
- Achieving Results
- Being Accountable
- Developing & Applying Professional Expertise
- Thinking Analytically & Strategically
- Working in Teams/Managing our-selves and relationships
- Communicating for Impact

Functional competencies:

- Developing ICT standards and applications
- Managing data
- Managing documents, correspondence and reports
- Managing information and work flow
- Planning, organizing and multitasking