



TERMS OF REFERENCE UNFPA Turkey ICT Associate

Type of Contract	: Service Contract
Level	: SB3 (SC7)
Duty Station	: Ankara, Turkey
Duration	: Up to 31 December 2022, with possibility of extension

Background:

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA's strategic plan (2022-2025), reaffirms the relevance of the current strategic direction of UNFPA and focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end gender-based violence and harmful practices. These results capture our strategic commitments on accelerating progress towards realizing the ICPD and SDGs in the Decade of Action leading up to 2030. Our strategic plan calls upon UN Member States, organizations and individuals to "build forward better", while addressing the negative impacts of the Covid-19 pandemic on women's and girls' access to sexual and reproductive health and reproductive rights, recover lost gains and realize our goals.

In order to strengthen the ICT infrastructure both in house and for field operations, including the Gaziantep Office, UNFPA will be recruiting an ICT Associate. The ICT Associate position is located in Ankara Country Office. Under the direct supervision of the Operations Manager, the ICT Associate provides effective ICT systems, implements ICT standards and policies as per UNFPA guidelines and manages data, information and workflow. ICT Associate will also provide ICT and administrative support services and daily technical support to CO and cross-border team staff in Gaziantep.

Major Activities/Expected Results:

Under the direct supervision of the Operations Manager, the ICT Associate will:

- Supporting the implementation of ICT management systems and strategies; complying with corporate information technology standards for the CO, including providing input to mapping of processes, alignment with standard operating procedures and managing contract negotiations and vendor management;
- Supporting the use of Enterprise Resource Planning software for improved business results and client services; ensuring effective functioning of CO hardware and software packages, including assisting with routine repairs, application management, license management, maintaining supplies inventory; monitoring of server traffic and performance; provision of support in backing up and restoring files, and virus prevention;
- Ensuring ICT security through control of administrative rights to prevent the loading of unauthorised software; ensuring that desktop, laptop and server passwords and related policies are in line with established corporate standards;
- Supporting networks administration, including the establishment of offsite backup, back up logs and restoration procedures; trouble-shooting network problems and responding to user needs regarding network access;



- Providing administrative support by ensuring the establishment and maintenance of CO databases and providing orientation and coaching to staff; providing end user support to UNFPA (and other UN agencies part of the UNFPA common services)
- Assisting in the facilitation of knowledge management; participating in knowledge networks (e.g. Docushare); overseeing development and maintenance of a library of ICT related reference materials; research and retrieval of data from internal and external sources; preparation of statistical reports as required;
- Participating in interagency working groups (including BOS) to ensure UNFPA's issues and concerns are represented, and to leverage best practice; Liaising with RO and HQ ICT departments.
- Supporting various IT projects, including mobile apps, beneficiary service tracking systems, as needed, to improve IT infrastructure; assessment of applications and technology; formulating and presenting solution options for operations; and supporting information management services
- Performs **any other** duties, as requested by the supervisor.

Work Relations:

Under the direct supervision of the Operations Manager, 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** : 7 years of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications;
- Language** : Fluency in written and spoken English and Turkish
- Computer Skills:** Experience in the following areas: PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP
- Nationality** : Turkish

Skills and Competencies:

- Experience in working on data collection platforms is an asset.
- Working experience with an international organization is an asset.
- Familiarity with UN procedures and working methods is an asset.
- Experience in client support, such as, a Help Desk or User Support Unit is an asset.
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems is an asset.

Core Competencies:

- Achieving Results
- Being Accountable
- Developing & Applying Professional Expertise
- Thinking Analytically & Strategically



- Working in Teams/Managing ourselves and relationships
- Communicating for Impact

Functional competencies:

- Managing the organisation's resources
- Developing ICT standards and applications
- Managing data, information and work flow