UNOPS

UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

Vacancy Details

Vacancy Code	**VA/2010/ASCLME/ICA/002**
Post Title	**IT Coordinator**
Post Level	**LICA 4**
Org Unit	**UNOPS EMO IWC**
Duty Station	**Grahamstown, South Africa**
Duration	**12 months renewable**
Closing Date	**8 November 2010**

Background

This project is part of a multi-project, multi-agency Programme (Western Indian Ocean Sustainable Ecosystem Alliance) to institutionalize cooperative and adaptive management of the Agulhas and Somali Current LMEs. A phased approach is planned that progressively builds the knowledge base and strengthens technical and management capabilities at the regional scale to address transboundary environmental concerns within the LMEs, builds political will to undertake threat abatement activities and leverages finances proportionate to management needs. The Programme includes two parallel projects, one that address land-based sources of pollution (UNEP WIO-LaB); and one that builds knowledge for the purposes of managing industrial fisheries (World Bank SWIOFP).

A major objective of the ASCLME Project is to fill the significant coastal and offshore data gaps for these LMEs by capturing essential information relating to the dynamic ocean-atmosphere interface and other interactions that define the LMEs, along with critical data on artisanal fisheries, larval transport and nursery areas along the coast. Another project aim is to deliver two Transboundary Diagnostic Analyses (TDAs), and two Strategic Action Programmes (SAPs), one for the Agulhas Current LME, and the other for southern part of the Somali Current LME (Kenya and Tanzania), which can be expanded when governance within the northern portion of the Somali LME, areas in Somalia, becomes more stable. The parallel UNEP and World Bank Projects will also feed pertinent information into the TDAs/SAPs formulation process, and identify policy, legal and institutional reforms and needed investments to address transboundary priorities. Collectively, the projects build foundational capacities at regional scale for management of the LMEs. Provision is made through the UNDP project for Programme coordination.

The Programme Coordination Unit (PCU) is located in Grahamstown, South Africa and provides a coordination and management structure for implementation of the UNDP-GEF Project in accordance with the rules and procedures of UNDP as executed through the UNOPS, under the day-to-day direction of the Project Director, and based on the general guidance provided by the Project Steering Committee (PSC). One coordination priority is that related to regional and international partners, including potential donors and co-funders (with an aim toward securing sustainability for the LME management approach). Information packaging and distribution is a key to the success of the TDA/SAP process and ultimately the country ownership of the LME management mechanism. The engagement of communities is also a high priority

within the LME management approach.

Duties and Responsibilities

The IT, Communications and Outreach Coordinator, who reports directly to the Project Director in the field and for technical aspects to the Team Lead, ICT Services at Headquarters, is responsible for efficient and effective ICT management and support to the ASCLME Project as well as the overall coordination of all communications and outreach related to Project activities. In the discharge of her/his duties, the ITCO Coordinator liaises with UNOPS Programme Support Officers, Chief Technical Advisers and Portfolio Managers & Portfolio Assistants in order to ensure best support, together with local ICT service suppliers. Furthermore, the ITCO Coordinator is responsible for liaising with all relevant stakeholders to ensure effective communications and outreach activities.

Summary of Key Functions:

- Implementation of ICT and operational strategies
- Supervisory responsibilities (if applicable)
- ICT management and administration
- Network administration
- Telecommunications and web management services
- Support to knowledge building and knowledge sharing
- Website maintenance
- Coordination of Newsletters and popular Publications
- Liaises with the Media Outreach Consultant to ensure appropriate coverage of the Project in the media
- Coordinates the PCU's relationship with the DLIST component which focuses on outreach to communities within the ASCLME region

1. Ensures **implementation of ICT and operational strategies**, focusing on achievement of the following results:

- Full compliance of ICT activities with UNOPS rules, regulations, policies and strategies.
- Contribution to the office's ICT business processes mapping and to the elaboration of internal Standard Operating Procedures (SOPs) in ICT, in consultation with the direct supervisor and office management.

2. **Undertakes supervisory responsibilities (if applicable),** focusing on achievement of the following results:

- Establishment of work plans, standards for performance evaluation, indicators for work progress and achievements, together with supervisee. Timely corrective actions to achieve objectives and deadlines.
- Provision of technical guidance and on-the-job training to ensure work standards are achieved in line with work objectives.
- Recommendation of training needs for supervisee to ensure skills are updated in accordance with relevant technological state of the art.

3. **Ensures efficient and effective ICT management and administration,** focusing on achievement of the following results:

- Participation in the development of ICT standards and strategies.
- Maintenance of inventory of all computer, telecommunication equipment, I/O devices and software existent in the office ensuring compliance with registration and upgrades.
- Interaction with HQ and ICT staff from other UN agencies in the area to share and exchange information and expertise on applications and tools.
- Effective functioning (installation, operation and maintenance) of all UNOPS hardware equipment and acquisition of hardware supplies.
- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.

- Installation of commercial and in-house developed software and related upgrades, anti-virus programs on a timely basis.
- Supervision of information and communication services of the Regional Office/Projects Centre
- Advice on project implementation on all activities involving ICT;
- Provision of consulting services, ICT audit inspections and/or facilitation of selection/deployment of software to projects, seeking technical advice and support from ICT Development staff as required;
- Liaison with UNOPS Headquarters, Decentralized Offices and project offices to determine hardware and software requirements;
- Leader of information technology and systems planning exercises undertaken in the office, representing the office in those undertaken throughout UNOPS;
- Acting as UNOPS' liaison with the local UN partner agencies on issues relating to UNOPS ICT;
- Advice on procurement process related to hardware and software and establishment and maintenance of a roster of potential suppliers.
- Active networking with clients on how to address and improve mutually common areas of concern

4. **Ensures efficient network administration**, focusing on achievement of the following results:

- Maintenance of the Local Area Network (LAN) and Wide Area Network (WAN) systems to ensure that Network Operating Systems support databases, documents, resources and data files;
- Installation, upgrading and maintenance of LAN/WAN systems, including applications used in the system;
- Management and maintenance of equipment and applications associated with electronic mail system;
- Monitoring of the network connection on a daily basis to ensure a stable and responsive network environment.
- Trouble-shooting and monitoring of network problems. Proper security to the LAN by stringent management of the Firewall. Ensure that the UNOPS desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks
- Response to user needs and questions regarding network access.
- Maintenance of up-to-date parameters of information for the network clients and electronic mail.
- Implementation of backup and restoration procedures for local drives. Maintenance of backup logs. Organization of off-site storage of backups.
- Maintenance of measures in place for business continuity and disaster recover processes and procedures including backup and restoration of both server and local storage facilities.
- Maintenance of video conference applications and PABX operations;

5. **Ensures efficient and functioning telecommunications system and web management services,** focusing on achievement of the following results:

- Proactive maintenance on telecom system to avoid disruption of service;
- Performance of minor repairs on hardware equipment, as required;
- Receipt, testing and installation of telecommunications hardware
- Support to the maintenance of the Project's website and Intranet

6. Provides **support to knowledge building and knowledge sharing**, focusing on achievement of the following results:

- Staff training and support on hardware familiarization and maintenance; software applications, file management/maintenance and LAN/WAN systems;
- Advice to management, clients and colleagues on subject matter expertise.

7. Coordinates an effective Communications and Outreach component for the project notably:
- Coordinates activities between the PCU and the DLIST component;
- Ensures that the Project's website, newsletters and publications are regularly issued and updated; coordinates the activities of the Media Outreach Consultant in this regard**.**

Impact of results
The key results have an impact on the execution of the ICT management in the Regional Office/Operations or Projects Centre in terms of quality and accuracy of work completed. Timely updating and implementation

of software/hardware, punctual and accurate information, and client-oriented approach enhances UNOPS capability as an efficient and first-class service provider.

The Project's Communications and Outreach activities are effective and the Project is able to achieve those goals which depend on that component.

Required Selection Criteria

Competencies

Knowledge Management and Learning

- Respects UNOPS core values/competencies
- Shares knowledge and experience
- Actively works towards continuing personal learning and development in one or more practice areas, acts on learning plan and applies newly acquired skills

Development and Operational Effectiveness

- Ability to perform a variety of specialized ICT tasks
- Good knowledge of UNOPS ICT rules and regulations and protocols
- Good working knowledge of hardware/software, Microsoft Active Directory, Exchange 2000/2003, Windows 2003, Windows XP, Office 2003 and/or newer versions and Veritas backup
- Familiarity with UNOPS' configuration of PeopleSoft (ATLAS) highly desirable.

Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback
- Consistently approaches work with energy and a positive, constructive attitude
- Remains calm, in control and good humored even under pressure
- Keen sense of ethics and integrity in dealing with clients and service providers.
- Meets timeline for delivery of products and services to clients
- Results-based and client services oriented

Education/Experience/Language

- Secondary education required, Diploma or University Degree, preferably in information sciences, computer sciences or engineering desirable; alternatively, a background in communications-related fields or marine science with demonstrated experience relating to the job profile
- Fluency in written and oral English and language of the duty station required. Knowledge of second UN working language desirable.
- 5 to 7 years of progressively responsible, job related experience in working in the field of information technology and/or telecommunications and systems, preferably in an international environment
- Experience in the usage of computers and office software packages (MS Office 2003 and/or newer versions) and knowledge of spreadsheet and database packages, Experience in handling of web-based management systems. Database management; web applications technology and technology training experience.
- Experience in undertaking communications and outreach activities within a multidisciplinary international research organization
- Knowledge of the ASCLME region and of the LME approach and technical issues related to ecosystem monitoring in order to effectively outreach to various sectors and communities

Submission of Applications

Qualified candidates may submit their application, including a letter of interest, complete Curriculum Vitae and an updated United Nations Personal History Form (P.11) (available on our website), via email to **HR@asclme.org**. Kindly indicate the vacancy number and the post title in the subject line when applying by email.

* Please note that this is a local post and is open to all nationals of the country of the duty station and to individuals who have a valid work permit.

Additional Considerations

- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.

For more information on UNOPS, please visit the UNOPS website at www.unops.org.