**UNITED NATIONS CHILDREN’S FUND**  
**GENERIC JOB PROFILE**

| JOB TITLE: | Information Comm. Technology Officer | JOB PROFILE NO.: 60000269 |
| JOB LEVEL: | Level 1 | CCOG CODE: ___________ |
| REPORTS TO: | Operations Manager | FUNCTIONAL CODE: OI/P-1 |
| LOCATION: | Jakarta, Indonesia | JOB CLASSIFICATION ___________ |

**PURPOSE OF THE JOB**

Under the supervision of the Operations Manager or ICT Manager/Specialist, the ICT Officer in the small-medium size office is to provide technical, operational and procedural support and end-user services in the implementation, maintenance and improvement of information technology systems, procedures and activities of the office, in accordance with the ICT work plan, consistent with the Country Programme Management Plan.

**KEY END-RESULTS**

1. The productivity and effectiveness of the office work increased and enhanced. ICT Plan and Budget drafted and administered. Effective office computerization, local computing and telecommunications facilities ensured.
2. The office’s information technology needs effectively supported through seamless integration of ICT facilities.
3. Effective customer support and training provided in the areas of information technology and telecommunications.
4. ICT resources properly secured, protected and accounted for in needs assessment, procurement, installation, maintenance, software/hardware control, inventory recording.
5. The confidentiality, integrity and availability of the ICT system, LAN and data security effectively monitored, supported and maintained.
6. The knowledge management enhanced to meet the office’s information needs, providing effective records management, local database development and support for accuracy and accessibility of data sources.
7. Management and the staff are correctly advised on ICT policies and guidelines for proper and effective operations and administration of ICT systems.
8. ICT competency gap analysis accurately made and proper ICT competency building plan and training programmes developed and implemented to support the office’s ICT requirements.
9. Effective coordination and collaborations developed and maintained with other sections, offices and relevant internal/external partners on all ICT issues of common interest for cost effective resolutions, and engage in internal/external networking to create enable environment.

**KEY ACCOUNTABILITIES and DUTIES & TASKS**

*Within the delegated authority and under the given organizational set-up, the incumbent may be assigned the primarily, shared, or contributory accountabilities for all or part of the following areas of major duties and key end-results.*

1. **The productivity and effectiveness of the office work.**
   - Promote the productivity and effectiveness of the office by drafting and/or administering a relevant Information Management Plan and Budget, including computerization, telecommunications and records management, and by ensuring the appropriateness of local computing and telecommunications facilities to meet programme requirements.

2. **The office’s integrated information technology integration**
Support the office’s information technology needs through seamless integration of UNICEF organizational computer applications (e.g. Programme Management System [ProMS], Finance and Logistics System [FLS]) with specific local office requirements.

3. **Effective customer support and training**
   Ensure effective customer support in the area of information technology and telecommunications by providing computer training as well as troubleshooting and ad-hoc technical assistance to users.

4. **ICT resources management**
   Provide accountability for information technology resources through accurate analysis and evaluation of office’s ICT needs, sound procurement, cost-effective installation and maintenance, maintaining software/hardware standards, and regular accurate inventory and reporting of hardware, peripherals and software.

5. **The confidentiality, integrity and availability of the ICT system, LAN and data**
   Ensure the confidentiality, integrity and availability of the ICT system, LAN and data security, including user access to computer and telecommunications facilities. Monitor and support Inter-/Intra-net functionality, security and integrity.

6. **The knowledge management**
   Enhance knowledge management through coordination of office records management including systems for the acquisition, storage and retrieval of data; management of the local database capacity required using standard ICT database. Provide support to ensure the accuracy and accessibility of data sources.

7. **Advice on ICT policies and guidelines**
   Advise management and staff on correct interpretation and application of NYHQ ICT policies and guidelines in support of the office’s information management needs.

8. **ICT competency gap analysis and competency building**
   Assess the ICT competency requirements and gaps for the office and staff members. Plan and conduct ICT training programmes based on the gap analysis for all the staff for competency building of ICT function of the office.

9. **Communication and Networking through coordination, collaboration and partnership**
   - Coordinate with relevant Government officials and UNICEF assisted projects to advise or coordinate on information management issues of joint interest.
   - Collaborate with other ICT Officers in the Region to avoid unnecessary duplication and share systems development within the region and, via the Regional ICT Officer and HQ, with other regions.
   - Team with other staff in the Operations Section as well as with technical programme staff in the development of local office ICT system requirements and for the resolution of ICT issues.
   - Collaborate with all ICT personnel in all UN Agencies in country to ensure local country ICT services are fully utilized, beneficial and cost effective to UNICEF.
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JOB GRADE FACTOR
P1 Grade

- Assist supervisor or an ICT Officer with introduction and technical operation of hardware, software, organizational computer applications, training and support.
- Administer the office local area network, data and telecommunications facilities as well as maintenance of computer equipment.
- Provide basic trouble shooting and user support service for use of computer applications.

QUALIFICATION and COMPETENCIES ([ ] indicates the level of proficiency required for the job.)

1. Education
Advanced University degree*) or equivalent background in Computer Science, Information Science, Business Administration, Engineering, or related area.

*) First level university degree may be considered in exceptional cases and 7 years of relevant professional work experience will be the minimum to be considered.

2. Work Experience
Minimum 5 (five) years of professional work experience in data Networks and Telecommunications field, including installation and management of computer networks, satellite and telecommunications equipment (switch, router, firewall, BGAN/ Iridium/ Thuraya satellite phone, i-Direct/ SCPC VSAT and VHF/HF).

3. Language Proficiency
Fluency in English and another UN language (IP), or local working language of the duty station (for NO).

4. Competency Profile (For details on competencies please refer to the UNICEF Professional Competency Profiles.)
   i) Core Values (Required)
      - Commitment
      - Diversity and Inclusion
      - Integrity
   ii) Core Competencies (Required)
      - Communication [I]
      - Drive for Result [I]
      - Working With People [I]
   iii) Functional Competencies (Required)
      - Analyzing [II]
      - Applying Technical Expertise [II]
      - Formulating Strategies and Concepts [I]

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1 The differences in the grades of jobs and positions reflect various differences, among others, in the nature and scope of work, individual contribution, professional expertise required, organizational context, risks, coordination and networking, engagement, partners, beneficiaries, clients/stakeholders relations, impact of decisions, actions and consequences, and leadership roles.
iv) Technical Knowledge

a) Specific Technical Knowledge Required (for the job)
   (Technical knowledge requirements specific to the job can be added here as required.)
   - Fundamental knowledge of office computer and information systems, including hardware, software, communication equipment technology, networking, or operating systems applications.

   In particular,
   - Excellent knowledge, training and proficiency in the use of office computer systems (e.g., Lotus Notes, LAN, WAN).
   - Excellent knowledge, training and proficiency in the use of office computer applications (e.g., word processor, spreadsheet, information/database management software and other corporate software.)

b) Common Technical Knowledge Required (for the job group)
   - Fundamental knowledge of the principles, theories, practices and techniques for managing the activities relating to planning, managing and implementing ICT systems and services for the Office.

   - Fundamental knowledge across multiple technical areas such as ICT administration, system analysis/development methods, database, Web management, networking and security, operating systems, applications, or business process analysis, as required.
   - Gender equality and diversity awareness

c) Technical Knowledge to be Acquired/Enhanced (for the Job)
   - ICT policies, procedures and guidelines (including Information Security Policy and Standards of Electronic Conduct)
   - UNICEF business processes
   - Current ICT industry mainstream hardware, operating systems and related software tools and utilities
   - PC operating systems, their installation, configuration and setup for secure enterprise environments.
   - Database software development environments on Microsoft Windows server operating system platforms.
   - Emergency and security telecommunications