

INFORMATION SYSTEMS ASSISTANT

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Phone :

Web :



Job Summary

Vacancy :

Deadline : Oct 19, 2024

Published : Oct 15, 2024

Employment Status : Full Time

Experience : Any

Salary : As per UNAMA salary scale

Gender : Any

Career Level : Any

Qualification :

Job Description

About UNAMA:

UNAMA is a special political mission that provides political good offices in Afghanistan; works with and supports the people of Afghanistan; supports the process of peace and reconciliation; monitors and promotes human rights and the protection of civilians in armed conflict; promotes good governance; and encourages regional cooperation. UNAMA was established by the UN Security Council Resolution 1401 in March 2002 at the request of the Government of the Islamic Republic of Afghanistan. Learn more about the mandate of the mission at <https://unama.unmissions.org/> Learn more about what we do <http://unama.unmissions.org/>

Job Description:

[UN Careers](#)

Job Requirements:

Under the direct supervision of Chief Field Technology Section and the Regional Administrative Officer, the incumbent will perform the following responsibilities:

- Assists in providing support for computer information systems, applications support, server operations and administration, implementation of network projects, databases and applications in assigned areas and troubleshooting for various applications i.e., service support.
- Assists in providing timely and efficient IT support to all mission components and sites.
- Receives and logs problem calls or service requests in the automated tracking system.
- Attempts to resolve problem calls or service requests on initial contact.
- Diagnoses and resolves relatively simple hardware, software, or connectivity problems.
- Assists Network Unit to provide network connectivity in the mission area and all team sites.
- Performs tasks related to scheduled service requests, including equipment replacement and transfer, equipment installation / uninstallation, software installation, LAN connection, returns to stock, etc.
- Escalates problems to the appropriate parties in accordance with established procedures.
- Provide basic training to end-users on the use of standard systems.
- Distributes and deploys new computers and IT equipment in the mission.
- Cooperates with Assets Management Unit to update the issuance and return to stock items.
- Supports the Help Desk management in the absence of supervisor.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services.
- Assists with collection and analysis of data as well as preparation of data presentations and reports for information sharing, responding to queries, knowledge management, planning and decision making.
- Assists with visualizations and updating information material such as web pages or brochures.
- Performs other related duties as required.

Submission Guideline:

Please create and submit your job applications through Inspira: [Inspira \(un.org\)](https://inspira.un.org/)

UNAMA Job Openings (vacancy announcements) has been fully transitioned to [Inspira](https://inspira.un.org/) online portal. Interested applicants are encouraged to apply through [Inspira](https://inspira.un.org/) portal by creating your job applications (Admin/Candidate profiles) and online application for below Job Openings.

Offline Applications through P.11 will no longer be accepted.

Please visit [UN Careers](#) and [Jobs | UNAMA \(unmissions.org\)](https://unama.unmissions.org/) for more information on available job opportunities.

Submission Email:

<https://inspira.un.org/psp/PUNA1J/?cmd=login&languageCd=ENG>

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
