VACANTE

28 de mayo de 2018

Convocatoria: UNFPA MÉXICO 009- 2018

Título: **IT Manager**

Términos de Referencia: Adjuntos

Duración del contrato: Del 1 de julio al 31 de diciembre con posibilidad de extensión de acuerdo a la evaluación del desempeño y la disponibilidad de fondos

Las personas interesadas deberán enviar carta de intención dirigida al Sr. Arie Hoekman, Representante del UNFPA, señalando cómo su experiencia se adecua al perfil solicitado, deberán anexar además:

- Currículo vitae y el Formulario P11 (adjunto) debidamente completado y firmado

Los documentos deberán ser enviados al correo electrónico buzon.oficial@unfpa.org.mx   con copia a cardoso@unfpa.org, indicando el número y título de la vacante.

Fecha límite de
Recepción de
Solicitudes: domingo 10 de junio de 2018 a las 20:00 horas

- *"Ninguna tarifa o cuota debe ser pagada en cualquier momento del proceso de selección"*
- *"El UNFPA no solicita ni indaga información con respecto al VIH o al sida en el caso de cualquier candidato/a. Asimismo, en ningún caso ejerce discriminación sobre la base del status de cada persona con respecto al VIH o el sida".*
- *Debido al gran número de solicitudes recibidas, UNFPA sólo se pondrá en contacto con las/los solicitantes que hayan sido preseleccionadas/os para entrevista.*
- *El UNFPA está comprometido con la diversidad laboral en términos de género, nacionalidad y cultura. Todas las personas que cumplan con el perfil profesional solicitado, independientemente de su género, son alentadas a   participar.*

TERMS OF REFERENCE FOR ICT MANAGER FOR UNFPA MEXICO AND UN WOMEN (COMMON PREMISES)

Official Job Title:	ICT Manager	Duty Station: Mexico
Grade (Classified)	SB3	
Post Number:	85445	
Post Type:	Service Contract (SC)	
Date	May 25,2018	

1.   Organizational Location

The ICT Manager is located in Mexico and operates under the guidance of the Representative and direct supervision of the Finance and Administrative Associate at UNFPA and the Operations Manager at UN Women.

2.   Job Purpose

The ICT Manager is responsible for: implementing ICT policies and standards established by the HQ in the Country Office; providing ICT and administrative support services to the UNFPA Programme in Mexico particularly at its Country Office premises (which also include UNWomen Country Office); and providing daily technical support to users of information management tools and technology infrastructure of both UNFPA and UN Women.

3.   Major Activities/Expected Results

1. Support implementation of ICT management systems and strategies, focusing on achievement of the following results:

- Compliance with corporate information management and technology standards, guidelines and procedures for the CO technology environment;
- Provide inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures;
- Provide inputs to preparation of results-oriented work plans.

2. Ensure effective functioning of the CO hardware and software packages, focusing on the achievement of the following results:

- Ensure the appropriate physical counting and tagging of IT assets according to UNFPA or UN Women policies and procedures.
- Perform specific technical functions, including maintenance of equipment, acquisition of hardware supplies, making routine repairs and changing of hardware electronic components (disks, memories, network wiring, power sources, back up, etc.)
- Assist in the installation of commercial and in-house developed software and related upgrades;
- Assist in upgrading patch and anti-virus programmes on a timely basis;
- Monitor the file server traffic, usage and performance on a frequent and regular basis;
- Support users in backing up and restoring their files, as well as in virus detection, removal

and prevention;

- Manage outsourcing, advise on IT-related contracts, monitor vendor performance, recommend necessary action to management on satisfactory completion of work and deliverables.
- To provide Support upon the setting up of new personnel providing hardware and software access, including appropriate revision and maintenance of switches.

3. Ensure ICT security in the office:

- Ensure the duly planning and implementation of Risk disasters plan.
- Ensure that desktop, laptop and server passwords and related policies are in line with established corporate standards;
- Normal users do not have administrative rights to their PCs and portable computers;
- Unauthorized software is not loaded onto computers.
- Participate in the elaboration of Business Continuity Plan.
- Ensure appropriate functioning and utilization of Cloud applications to guarantee electronic (online) backups of Country Offices information, according to UNFPA and/or UN Women policy and procedures.

4. Support networks administration, focusing on the following:

- Trouble-shooting and monitoring of network problems;
- Respond to user needs and questions regarding network access;
- Maintenance of up-to-date parameters of information for the network clients;
- Backup and restoration procedures for local drives;
- Maintain backup logs;
- Assist in organizing of off-site storage of backups;
- Timely LAN Infrastructure and Internet connectivity upgrade to meet UNFPA and UN Women requirements;

5. Provide technical assistance in the implementation of Telecommunications at CO and its premises

- Manage the implementation of VoIP network, and its applicability at UNFPA Mexico premises
- Manage and ensure land and cellphone communications technologies
- Advice and support on the use of new technologies to the better approach of assets at CO

6. Provide administrative support, focusing on the following:

- Provision of advice on and assistance in procurement of new equipment for the CO and projects, provision of technical specifications and information on best options in both local and international markets, review of quotations and bids;
- Maintain an up-to-date inventory of software and hardware;
- Maintain the inventory and stock of supplies and spare parts in cooperation with the Procurement Unit;
- Research and retrieval of data from internal and external sources; preparation of statistical charts, tables and reports as required;
- Maintenance of the CO web page ensuring that the content is updated and meets the requirements of UNFPA and UN Women;
- Provide ICT support to key events.

6. Ensure facilitation of knowledge building and knowledge sharing in the CO, focusing on the following:

- Participate and assist in the organization of training for the CO staff on ICT issues;
- Contribute to knowledge networks and social networks
- Synthesis of lessons learned and best practices in ICT

- Ensure UNFPA's issues and concerns are represented in interagency working groups.

4. Work Relations

Internal contacts include the Regional ICT Specialist, Operations Manager/Specialist, and staff at all levels within the CO to enable service provision.

Externally, the ICT manager works in close collaboration with external IT service providers to ensure the effectiveness of UNFPA's IT infrastructure. The ICT manager represents UNFPA and UN Women in interagency working groups on ICT matters, ensuring that UNFPA's and UN Women´s issues and concerns are represented.
Direct communication with UN WOMEN ICT Support

5. Job Requirements

Education:

University Degree in Computer Science desirable

Knowledge and 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;
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported;
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems;
- Some experience in client support, such as, a Help Desk or User Support Unit;
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems.
- Relevant courses in CNA Cisco Certified Network Associate y CCENT Cisco Certified Entry Network Associate
- Relevant courses in hardware and software management and application required, including Windows Server 2008 Active Directory Configuration desirable

Values:
- Exemplifying integrity
- Demonstrating commitment to UNFPA and the UN system
- Embracing cultural diversity
- Embracing change

Core Competencies:
- Achieving results
- Being accountable
- Developing and applying professional expertise/ business acumen
- Thinking analytically and strategically
- Working in teams/managing ourselves and our relationships
- Communicating for impact

Functional Skill Set:
- Managing the organization's resources
- Developing ICT standards and applications
- Managing data, information and work flow

Languages:

Proficiency in Spanish and English.

*PLEASE NOTE THAT THIS VACANCY IS OPEN ONLY TO NATIONALS OF MEXICO OR FOREIGNERS WITH VALID WORKING VISA