



UNITED NATIONS RELIEF AND WORKS AGENCY
FOR PALESTINE REFUGEES IN THE NEAR EAST
UNRWA



Vacancy Announcement

Device Management Officer, Grade 16, HQ Amman

Vacancy Announcement Number	20-AR-AM-26
Deadline for Applications	25 August 2020
Type of Contract	Fixed-Term Appointment
Duration	3 years including 1 year probation period, with the possibility of further extension, subject to the availability of funds, satisfactory performance and continuing need
Department	Information Management and Technology

UNRWA is committed to achieving gender parity at all levels of staffing under the current UN-wide gender agenda and strongly encourages applications from qualified applicants from under-represented groups (based on, for example, gender, disabilities).

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation, is looking for highly committed professionals wishing to make a change.

Access to quality education for every Palestine refugee child and youth

The Information Management and Technology Department (IMTD) is a strategic enabler of UNRWA's programmes in Jordan, Lebanon, Syria, West Bank and Gaza. With over 35,000 staff members serving over 5 million Palestine refugees, the Agency's programmes deliver direct services to the refugees in the areas of education, health, relief and social service, infrastructure and camp improvement, and microfinance services. IMTD seeks to provide world-class Information Management and Technology (IMT) services to UNRWA beneficiaries through secure, innovative, impactful, efficient and cost-effective solutions.

Do you want to make a lasting difference?

If you are looking for a rewarding opportunity to make a tangible difference for one of the most vulnerable communities in the world, UNRWA would like to hear from you.

The main responsibilities include:

- Managing the life cycle for all aspects of Agency end-user standard Information and Communication Technology (ICT) device (hardware, software, licenses, warranties and inventories), with the aim to improve productivity and minimize costs; including:
 - Developing and updating end-user ICT device management standards, covering device hardware and software standards and software setup and configuration standard, for desktop and mobile devices;

- Participating in preparation and evaluation of the Agency ICT end-user standard ICT hardware and software tenders;
- Managing end-user standard ICT device software licensing;
- Developing device tracking and disposal policies and related technical instructions;
- Deploy and manage solutions to manage end-user devices and software including Information Technology (IT) asset, software license and mobile device management solutions;
- Conducting configuration audits to ensure compliance to policies and standards; assisting with the ongoing audit of ICT assets in the agency; performing periodic asset discovery and audit tasks;
- Implementing and managing the IT Service Management processes in coordination with IMTD staff, Field IMT teams and external service providers including development of policies, standards and guidelines;
- Participating in enterprise service delivery support activities related to user account management of applications and systems, development of tools and templates using Microsoft 365 solutions.

To qualify for this position, you will need:

Education	University degree from an accredited educational institution in computer science, information technology, electrical or computer engineering or related discipline; IT Service Management certification such as Information Technology Infrastructure Library (ITIL) Foundation;
Work experience	A minimum of six years of progressively responsible and relevant experience in the management of IT assets or related technologies services; Microsoft 365 application experience Microsoft Active Directory (AD) administration experience
Language(s)	Very good command of written and spoken English.

Equivalency

When the minimum requirements are not fully met, the Director of Human Resources may exceptionally substitute part of the unmet requirements with a combination of relevant academic qualifications, additional professional training and progressive relevant work experience.

NB: Work experience alone or formal qualifications with no relevant work experience are not considered an acceptable combination.

You will also need to demonstrate the following competencies:

*UN Core Values of Professionalism, Integrity and Respect for Diversity and **Core Competencies** of Communication, Working with People and Drive for Results apply by default.*

- Learning and researching: commitment to continuous learning, willingness to keep abreast of new developments in the field of information technology;
- Communication: ability to convey complex technical concepts and recommendations to non-technical staff, both orally and in writing, in a clear and concise style;
- Planning and organizing: ability to independently plan and prioritize own work, work well under tight deadlines and handle multiple concurrent projects/activities;
- Analyzing: problem solving skills;
- Creating and innovating
- Applying technical expertise: good attention to details and accuracy.

For guidance on how to prepare for competency-based interviews:

<https://careers.un.org/lbw/home.aspx?viewtype=AYI>

Desirable qualifications

- Knowledge of UNRWA’s operations and computer facilities environment;
- Microsoft Certification such as Microsoft Certified Solutions Associate (MCSA), Microsoft Certified Solutions Expert (MCSE)

Conditions of service

Monthly basic salary **JD 1098.90 plus special occupation allowance of 50.82% of the basic salary**. Other benefits include monthly Provident Fund contribution (15% of basic salary paid by the Agency), compulsory medical insurance, 30 days of annual leave, and dependency allowance (if applicable).

Additional information

The incumbent may be required to travel in the Agency's area of operations.

Who we are

For 70 years, the United Nations Relief and Works Agency for Palestine (UNRWA) has been working on the ground in five fields of operations in Jordan, Lebanon, Syria, West Bank and the Gaza Strip providing direct assistance and protection for some 5 million Palestine refugees in the Middle East. UNRWA is mandated by the UN General Assembly to provide this assistance and its mission is to help Palestine refugees achieve their full potential in human development until there is a just and lasting solution for their plight. UNRWA restores safety, dignity and hope to millions who have been uprooted by conflict with services encompassing education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance.

For more details on UNRWA, please visit: <https://www.unrwa.org/>

How to apply

To start the application process, applicants are required to register at <http://jobs.unrwa.org> by creating a personal profile and completing UNRWA Personal History Form. Only applications received through <http://jobs.unrwa.org> will be considered. Due to the large number of applications received for UNRWA vacancies, only short-listed applicants will be contacted. **The United Nations does not charge fees at any stage of the recruitment process. The United Nations does not concern itself with information related to bank accounts. Please ensure that the e-mail address indicated in your Personal History Profile is accurate.**

General Information

This vacancy notice is open to internal and external candidates. Only candidates residing in Jordan with authorization to work in the duty station at the time of application are eligible to apply. The Agency will not assume responsibility or accountability to support or facilitate the issuance of work permit in Jordan, and without a valid work permit, the appointment may be rescinded.

UNRWA is a United Nations organization whose staff are expected to uphold the highest standards of integrity, neutrality and impartiality. This includes respect for human rights, for diversity, and for non-violent means of dealing with all kinds of conflict. UNRWA staff are expected to uphold these values at all times, both at work and outside. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. UNRWA is a non- smoking work environment.

The Agency may disqualify applicants who have separated for reason of misconduct, who left a UN Agency while misconduct processes were pending, or who appear on the UN Sanctions List.

The Agency reserves the right not to make an appointment, to make an appointment at a lower grade, or to make an appointment with a modified job description.

On appointment, all individuals will be asked to sign a self-attestation, confirming that they have not committed, been convicted of, or prosecuted for, any criminal offence and that they have not been involved, by act or omission, in the commission of any violation of international human rights law or international humanitarian law.

Date of issue: 12 August 2020/ AD