



United Nations
Educational, Scientific and
Cultural Organization
联合国教育、
科学及文化组织

UNESCO Beijing Office

Cluster Office to the Democratic People's Republic of Korea, Japan, Mongolia,
the People's Republic of China and the Republic of Korea

联合国教科文组织驻华代表处

驻朝鲜民主主义人民共和国、日本国、蒙古国、中华人民共和国、大韩民国代表处

Title: IT Assistant
Grade: SC-4
Post Number: BEJ/ADM/2021/134
Organizational Unit: UNESCO Beijing Office
Duty Station: Beijing
Type of contract: Service Contract (SC) (Chinese nationals only)
Duration of contract: 1 year with possibility of extension
Application Deadline (Midnight Beijing Time): 21 May 2021

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

Under the overall authority of the Director of UNESCO Beijing Cluster Office (namely Democratic People's Republic of Korea, China, Japan, Mongolia and Republic of Korea) and the direct supervision of the Finance and Administrative Officer and guidance from the ICT Officer in Paris, the incumbent will be responsible for resolving ICT-related issues in a timely and efficient manner.

Specifically the incumbent will:

- Provide first level IT support to all cluster staff in person and via the Helpdesk. Diagnose, detect, solve and follow up on IT issues
- Advise staff on the proper use of software products such as MS Office and other standard platforms enforcing UNESCO security protocols
- Data backup and restoration
- Virus and malware detection, removal and prevention
- Research and retrieval of data from internal and external sources
- Troubleshooting services such as printing, Internet connection, etc.
- Setting up new computers and formatting old ones prior to disposal
- Respond to users' questions and needs regarding network access including managing user passwords and rights.
- Provide ICT support to teleconferences, videoconferences and key events
- Perform technical functions including computer imaging and deployment, hardware and software installations, upgrades and routine repairs.
- Monitor the state of the IT infrastructure and network and collaborate with Paris IT team on any technical related issues.
- Monitor the state of Cluster Office computers and ensure they are up to date with the latest software patches and anti-virus definitions
- Participate and assist in the organisation of training of Cluster Office staff on ICT and inventory issues
- Manage the office LAN, conduct a general check-up of all system components, perform hardware troubleshooting
- Prepare and distribute user documentation and provide general user technical support

- Operate PC/LAN resources, including software on servers and workstations. Perform periodic system backups and assist staff to carry out backups according to office guidelines
- Management, administration, and documentation of networks connection and communication
- Establish contracts to service the fax, telephone system, access control, CCTV monitoring system, photocopier machines, and any associated equipment and perform minor repairs when necessary, while maintaining excellent asset and maintenance records
- Maintain any video conference equipment and assist staff in setting up for conferences
- Maintain office servers in terms of security, proxy, firewalls, filing systems, and all related activities.
- Maintain close coordination with UNESCO HQ for intranet, internet link, and any other technical matters related to the UNESCO Beijing Cluster Office
- Provide guidance and assistance on the office web and intranet site and coordination of access to approved office social media networks
- Update and maintain the office shared folders and databases networks, while carefully monitoring overall file sizes for office optimal storage
- Provide user support and training on commonly used applications software and maintain up-dated books/manuals and hardware databases related to the office automation.
- Manage IT stock supplies and spare parts
- As Inventory Focal Point, ensure all office inventory is correctly recorded, maintained, accounted for annually and disposed of according to UNESCO guidelines
- Maintain the Asset Master Register and coordinate with Cluster Office staff to ensure ongoing updates are made for purchases and any disposals
- Any additional activities that may be required in the administration team to ensure the success of the overall work team.

COMPETENCIES (Core / Managerial)

Accountability (C)

Innovation (C)

Communication (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

For detailed information, please consult the [UNESCO Competency Framework](#).

REQUIRED QUALIFICATIONS

EDUCATION

University degree in the field of Information Technology. Degrees in related study areas may be considered, together with the minimum requisite experience.

WORK EXPERIENCE

A minimum of four (4) years of relevant work experience in IT Systems administration and hardware support at a national and/or international organisation.

Additional general administrative experience in managing assets is an added advantage.

SKILLS/COMPETENCIES

- Excellent interpersonal and communication (Oral and writing) skills.
- Integrity, reliability and sense of commitment in the execution of duties.
- Professionalism
- Excellent IT skills with proficiency in the use of MS Office (Outlook, Word, Excel, PowerPoint, etc.)
- Ability to work as part of a team and to provide quality and timely support and services
- Flexibility to adjust work schedules and priorities.
- Capacity to work effectively under pressure.
- Close attention to detail and quality of work, balanced by ability to manage a heavy workload.
- Excellent interpersonal skills with ability to maintain effective working relations within a diverse, multicultural environment with sensitivity to the local context.

LANGUAGES

- Excellent written and spoken knowledge of English and Chinese. Knowledge of other languages of the UNESCO Beijing Office cluster countries would be an advantage (Japanese, Korean, Mongolian).

BENEFITS AND ENTITLEMENTS

UNESCO's Service Contract salaries consist of a basic salary and other benefits which may include 30 days annual leave and an allowance towards medical insurance and a pension plan.

SELECTION AND RECRUITMENT PROCESS

Interested candidates should submit their application (including cover letter and CV) in English to UNESCO Beijing office jobvacancy@unesco.org using UNESCO CV form available on this link: <https://share.weiyun.com/yQVrnA1D>

The evaluation of candidates is based on the criteria set in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview. UNESCO uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates.

Please note that only selected candidates will be contacted and candidates in the final selection step will be subject to reference checks based on the information provided.

UNESCO is committed to promote geographical distribution and gender equality within its Secretariat. Therefore, women candidates are strongly encouraged to apply, as well as nationals from non- and under-represented Member States. Persons with disabilities are equally encouraged to apply. UNESCO is a non-smoking Organization.

UNESCO DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS.