



UNOPS helps its partners in the United Nations system meet the world's needs for building peace, recovering from disaster, and creating sustainable development. UNOPS is known for its ability to implement complex projects in all types of environments around the globe. In an effort to promote organizational excellence, UNOPS seeks highly qualified individuals for the following position:

### **Vacancy Details**

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<b>Vacancy Code</b>	2009/CSG/HA/G6/14-02
<b>Post Title</b>	Helpdesk Associate
<b>Post Level</b>	G-6 (local position)*
<b>Position Number</b>	00050068
<b>Org Unit</b>	Corporate Support Group, HQ
<b>Duty Station</b>	Copenhagen, Denmark
<b>Duration</b>	Initially 1 year, extension subject to satisfactory performance
<b>Closing Date</b>	15 February, 2010

### **Background**

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The Helpdesk is part of the ICT Services Team at UNOPS Headquarters. The role of the Helpdesk is to provide first level ICT support and guidance to approximate 150 local colleagues, and to monitor and respond to requests sent to the global Helpdesk mailbox. The Helpdesk Associate and his/her colleague will work closely with ICT colleagues in charge of servers, network and infrastructure, and with regional and field based ICT focal points in other UNOPS offices.

### **Duties and Responsibilities**

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The Helpdesk Associate will report to the ICT Services Team Leader and will be responsible for the following duties:

- Provide hardware and software troubleshooting support to the office, seeking technical advice and support from other ICT colleagues as required.
- Identify, analyze and resolve problems ensuring responsive and service minded approach.
- Ensure optimal quality services by maintaining ownership of all reported problems until appropriate resolution is reached and communicated to the person reporting the problem.
- Support the desktop operating platform, standard Windows software, and various UNOPS customized systems;
- Identify training needs, conduct workshops and seminars, and produce and update documentation to promote and maintain skills development
- Supervise hardware maintenance provided by vendors.
- Support mobile users and maintain the services provided to them for remote access
- Maintain user accounts and email account setup to ensure appropriate control of access to organizational data
- Propose tools and methods for improving the desktop working environment.
- Follow and evaluate emerging technologies, read newsgroups and magazines, attend courses and seminars, share knowledge and experience with other ICT colleagues. Evaluate systems and platforms, research best practices and contribute to ICT Services Team design solutions
- Ensure management awareness of problems that are severe in nature or that are exceeding documented targets.



- Maintain ICT inventory (tagging, inventory entry and update) to ensure the protection and safeguarding of organizational assets
- Liaise with UN House Helpdesk in areas of shared ICT infrastructure
- Perform other related duties as required.

## **Required Selection Criteria**

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### **Competencies**

In addition to compliance with UN/UNOPS core values/competencies, strong interpersonal skills, flexibility, and client service orientation:

- Good organizational skills and sound judgment.
- Ability to resolve operational problems, to work with minimum supervision, and to use initiative.
- Ability to work effectively under pressure with frequent interruptions.
- Ability to train staff and to develop and maintain effective working relationships with people of different national and cultural backgrounds.
- Ability to train and motivate staff in technology-related areas.
- Ability to facilitate problem resolution by keeping abreast of technology developments and effectively utilizing external technical resources, such as vendors, to resolve problems.
- Ability to understand user needs and issues, and to communicate solutions in a manner that increases their own capacity
- Knowledge of video-conferencing equipment

### **Education/Experience/Language**

- Secondary Education required. Microsoft Certified System Administrator (MCSA) or Microsoft Certified Technology Specialist (MCTS) highly desirable.
- Minimum 5 years of relevant experience, of which at least 3 years progressively responsible technical experience in ICT.
- Experience with Windows XP or 7, Windows 2003 or 2008, and Active Directory required
- Fluency in oral and written English. Knowledge of another UN language an asset

**\* Please note that as this is a local post, UNOPS will bear no costs relating to relocation of the selected candidate to the duty station**

### **Submission of Applications**

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Qualified candidates may submit their application, including a letter of interest, complete Curriculum Vitae and an updated United Nations Personal History Form (P.11) (available on our website), via e-mail to [vacancies@unops.org](mailto:vacancies@unops.org). Kindly indicate the vacancy number and the post title in the subject line when applying by email.

### **Additional Considerations**

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- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- Qualified female candidates are strongly encouraged to apply.
- UNOPS reserves the right to appoint a candidate at a level below the advertised level of the post.

For more information on UNOPS, please visit the UNOPS website at [www.unops.org](http://www.unops.org).