

Terms of Reference For ICT Support Assistant

Project Title: **ICT Support Assistant**

Project No: [REDACTED]

Name: [REDACTED]

I. Objective:

Under the guidance and direct supervision of the ICT Associate, the ICT Support Assistant provides ICT and administrative support services to the ICT unit, provides daily technical support to users of information management tools and technology infrastructure. The ICT Support Assistant promotes a client-oriented approach.

The ICT Support Assistant works in close collaboration with the Front Office, Management Support and Business Development, Programme and Operations teams in a large CO and UNDP HQ staff for resolving complex ICT-related issues.

II. Details:

1) Technical and Deliverables:

Administrative Tasks:

- a) Supports **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.
 - ❑ Support to the use of Atlas (UNDP's implementation of ERP) functionality for improved business results and improved client services.
 - ❑ Provision of inputs to the CO administrative business processes mapping and implementation of the internal standard operating procedures (SOPs).
 - ❑ Provision of inputs to preparation of results-oriented work plans.

- b) Ensures **effective functioning of the CO hardware and software packages**, focusing on the achievement of the following results:
 - ❑ Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs.
 - ❑ Assistance in the installation of commercial and in-house developed software and related upgrades
 - ❑ Assistance in upgrading patch and anti-virus programs on a timely basis.
 - ❑ Monitoring of file server traffic, usage and performance on a frequent and regular basis.
 - ❑ Support to users in backing up and restoring their files, as well as in virus detection, removal and prevention.

- c) Supports **networks administration**, focusing on achievement of the following results:
 - ❑ Assistance in trouble-shooting and monitoring of network problems.
 - ❑ Response to user needs and questions regarding network access.
 - ❑ Assistance in backup and restoration procedures for local drives. Maintenance of backup logs. Assistance to organization of off-site storage of backups.

- d) Provides **administrative support**, focusing on achievement of the following results:
 - ❑ Maintenance of an up-to-date inventory of software and hardware.
 - ❑ Maintenance of a library of ICT related reference materials.
 - ❑ Maintenance of the inventory and stock of supplies and spare parts in cooperation with the Procurement Unit.
 - ❑ Maintenance of the filing system ensuring safekeeping of confidential materials.
 - ❑ Extraction of data from various sources.
 - ❑ Research and retrieval of I data from internal and external sources; preparation of statistical charts, tables and reports as required.
 - ❑ Provision of ICT support to key events.

- e) Ensures **facilitation of knowledge building and knowledge sharing in the CO**, focusing on achievement of the following results:
 - ❑ Participation and assistance in the organization of training for the CO staff on ICT issues.
 - ❑ Sound contributions to knowledge networks and communities of practice.

- f) Any other administrative tasks as necessary.

Deliverables	Date
All administrative and technical work (duties and responsibilities)	Should be done and accomplished through the contract period.

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2) Facilitation and Management:

- a) Ensures that UNDP's name is mentioned in all publications, workshops, and consultancy related activities;
- b) Ensures that UNDP rules and regulations are implemented with relevance to the activities as well as policies and procedures of the execution modality.
- c) Participates in necessary meetings and reviews;
- d) Any other business as required.

III. Reporting Line: The Administrative Assistant will report to ICT Associate

IV. Evaluation: Renewal of contract will be based on satisfactory midterm and final performance evaluation by UNDP.

Duration of Contract	Salary
	To be paid on a monthly basis

V. Budget Information:

Account no.	Operating Unit	Funds	Department	Project No.	Activity	Implementing Agency	Donor

Cleared by:

	ICT Associate	Operations Analyst / Development Services Team Leader
Signature		
Date		

Signature of the ICT Support Assistant: _____

Date: _____

Note: Annex (A) contains qualification

Annex A

Qualifications

- a) **Education:** University degree in information technology or computer science.
- b) **Experience:** 1 year of relevant working experience, including network administration, support to management of hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications.
- c) **Language Requirements:** Fluency in spoken and written English and Arabic.
- d) **Other Qualifications:** Good communication and presentation skills. Gender knowledge is an asset.