



We are pleased to announce the following vacancy:

Information and Communications Technology Analyst

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| VACANCY NO: | VA LACRO 001-2021 |
| Job title: | ICT Analyst |
| Level: | NOA |
| Job Opening: | 000035018 |
| Location: | LACRO- Regional Office |
| Full/Part time: | Full time |
| Type of contract: | Fixed Term Appointment |
| Closing Date: | 19 February 2021 |

The Position:

The Information and Communications Technology Specialist position is located in the Regional Office and reports to the International Operations Manager. S/He receives policy and technical support from the Chief, Technology Services in the Information Technology Solutions Office (ITSO) in UNFPA headquarters. The incumbent provides support to the Regional Office as well as coordination of ICT initiatives at the Sub-Regional and at the country levels. The incumbent is responsible for overseeing the implementation of UNFPA ICT policies, systems, networking, and security standards in the office and for coordination of technical support needs.

How you can make a difference:

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA's new strategic plan (2018-2021), focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end gender-based violence and harmful practices. In a world where fundamental human rights are at risk, we need principled and ethical staff, who embody these international norms and standards, and who will defend them courageously and with full conviction.

UNFPA is seeking candidates that transform, inspire and deliver high impact and sustained results; we need staff who are transparent, exceptional in how they manage the resources entrusted to them and who commit to deliver excellence in programme results.

Job Purpose:

In direct support of UNFPA's regional strategy to achieve ICPD and Sustainable Development Goals, and in concert with ITSO ICT policies, strategy and plans, the ICT Analyst ensures proper and effective use of ICT in LACRO. Key results expected include:

- Implementation of Corporate ICT Strategies and Plans
- Effective customer support
- Management of resources
- Confidentiality, integrity and availability of all ICT Systems



You would be responsible for:

A. Ensures that corporate ICT strategies and plans are correctly implemented and appropriate for LACRO:

- Analyze corporate ICT strategies and plans and adapt them for local environment/ conditions;
- Promote the productivity and effectiveness of the Regional Office structure by administering a relevant Information Management Plan and Budget, including computerization, telecommunications and records management, and by ensuring the appropriateness of local ICT facilities to meet programme requirements; and
- Identify needs for new or modified ICT strategies or plans to be presented final approval, and reviews and proposes actions to HQ as required.

B. Ensures effective customer support in the area of information technology and telecommunications by providing computer training as well as troubleshooting and ad-hoc technical assistance to users:

- Provide technical and policy advice to UNFPA LAC Region on ICT matters and the implication of alternative ICT solutions on business processes and other related issues;
- Ensure plans for various ICT projects in a given operation are developed and that work is carried out in accordance with the plan;
- Employ vendor management practices to ensure that services provided are acceptable;
- Maintain, upgrade or enhance existing systems including troubleshooting and providing continuing user support including keeping equipment to support the repair and maintenance of ICT equipment; and
- Collaborate with colleagues in ITSO to define ICT training policies and programs including preparation of training modules and materials and ensure staff are appropriately trained.

C. Provides support related to the accountability for information technology resources through evaluation of office IT needs, cost-effective procurement and installation, sound maintenance, maintaining software/hardware standards, and regular inventory and reporting of hardware, peripherals and software:

- Support the design and participate in planning, preparation and monitoring of regional office ICT budgets and plans and ensure incorporation of ICT input into project proposals; track and monitor ICT investments and recurrent costs, propose and implement methods to increase cost-efficiency;
- Manage deployment of information technology (IT), telecommunications (TC) and connectivity systems including budgeting and planning voice and data networks; and

D. Provides support to ensure the confidentiality, integrity and availability of the ICT system, LAN/WAN and data security, including user access to computer and telecommunications facilities.

- Monitor Inter-/Intra-net functionality, security and integrity;
- Integrates telecommunications and information technology systems and ensure appropriate data security and access controls considering both local and wide area issues;



- Conduct periodic tests of the disaster recovery arrangements;
- Provide emergency communication capabilities in support of staff security and ensures Minimum Security Telecommunications Standards compliance is maintained in the Regional Office;
- Maintain a roster of qualified technical service and equipment providers for various IT related areas which can be called upon during crises or emergencies; and
- Prepare operational plans and identify resource requirements in the event of an emergency.

E. Perform other job related duties as assigned by the Management of the Regional Office.

- Provide support to the IOM in security related matters.
- Perform the role of deputy agency security focal point for LACRO.
- Act as Global Directory and BCP focal point.
- Keep an accurate and updated staffing list for LACRO and provide monthly list to UNDSS
- Act as Logistical Focal Point for Inventory in LACRO office
- Support the Procurement Associate with the revision of ICT assets

Perform any other duties that may be requested or assigned by the Director or the IOM.

Qualifications and Experience

Education:

- A university degree in Information Technology, Computer Science, Engineering or related field is required.
- Related professional certifications are also desirable.

Knowledge and Experience:

- 3 years of progressively responsible experience in at least one activity of ICT, preferably in network infrastructure or telecommunications.
- Relevant certifications in hardware and software management and application required, including Microsoft Certified Professional (MCP);
- Good knowledge of network infrastructure, Windows Server, Microsoft Windows, corporate ICT security and viral protection systems, ERP;
- Thorough knowledge of overall design and operating principles of ICT networks and of connectivity concepts.
- Ability to integrate the needs of the office automation, available resources and systems requirements and to solve systems/hardware/software problems.

Languages:

Fluency in English and Spanish is required.

Required Competencies



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| <p>Values:</p> <ul style="list-style-type: none">• Exemplifying integrity,• Demonstrating commitment to UNFPA and the UN system,• Embracing cultural diversity,• Embracing change. | <p>Functional Competencies:</p> <ul style="list-style-type: none">• Logistical Support,• Managing data,• Managing documents, correspondence & reports,• Managing information and workflow,• Planning, organizing and multi-tasking,• Managing financial processes,• Strategically positioning UNFPA programmes,• Providing conceptual innovation to support programme effectiveness,• Generating, managing and promoting the use of knowledge and information;• Facilitating quality programmatic results |
| <p>Core Competencies:</p> <ul style="list-style-type: none">• 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. | |

HOW TO APPLY:

Candidates should complete a Vacancy application, available on the UNFPA website at **https://erecruit.partneragencies.org/psc/UNDPP1HRE/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_CE.GBL?Page=HRS_CE_JOB_DTL&Action=A&JobOpeningId=35018&SiteId=1&PostingSeq=1**

<https://bit.ly/3r9ABVB>

The deadline for the vacancy applications is: **19 February 2021.**

Will only be able to respond to those applicants in whom UNFPA has a further interest.

This position is for Nationals of Panamá.

UNFPA provides a work environment that reflects the values of gender equality, teamwork, respect for diversity, integrity and a healthy balance of work and life. We are committed to maintaining our balanced gender distribution and therefore encourage women to apply.

We offer an attractive remuneration package commensurate with the level of the position. The package includes a competitive net salary and Health insurance. Other benefits are responsibility of the incumbent.

Notice: There is no application, processing or other fee at any stage of the application process. UNFPA does not solicit or screen for information in respect of HIV or AIDS and does not discriminate on the basis of HIV/AIDS status.