



Vacancy Notice

Post Title:	Senior Assistant	Duty Station:	Madrid, Spain
Grade of the Post:	G.7	Date of Entry into Duty:	As soon as possible
Vacancy Reference:	UNWTO/HHRR/VAC/40/ICTC/2021	Duration of Appointment:	Two years
Department:	Information and Communication Technologies	Deadline for Applications:	03 November 2021

DUTIES AND RESPONSIBILITIES

The **World Tourism Organization (UNWTO)** is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

The **Information and Communication Technologies Department** is responsible for providing technological services and technical support to the Organization and in the IT and communications fields (email, intranet, micro computing, applications, network, etc.).

Under the supervision of the Senior Officer ad interim, Information and Communication Technologies Department, the incumbent performs the following duties:

1. Supports desktop administration and configuration; performs routine installation, configuration, testing and deployment of server hardware and software and in routine administration, operation, technical support and monitoring of server systems; troubleshoots and cleans, repairs and rebuilds equipment;
2. Provides a Help Desk service for fast resolution of all ICT customer issues; Revolves problem calls or service requests of moderate complexity; interviews users to determine the scope of the issues and diagnose the root cause of hardware and software issues, and elevates more complex request to appropriate department personnel;
3. Manages the IP network as needed (CISCO and HP);
4. Supports the System Coordinator when needed, especially when a security breach or similar has been detected;
5. Maintains and supports the telephony service (CISCO Call Manager);
6. Maintains register of all ICT hardware, software and systems to ensure all ICT equipment and systems remain functional and coordinates regular maintenance and serviceability checks to ensure all ICT equipment systems remain functional;
7. Responsible for on-going trainings of personnel on ICT related topics to ensure personnel have adequate ICT knowledge to perform their primary functions;
8. Provides technical support to events and meetings (online or in-person); Installs, configures and tests audio/video conference and desktop video conference hardware/software using available communication and network connectivity and provides support and training to new users of conference systems;

9. Provides general administrative support, preparing relevant administrative and budgetary documents and liaises with external ICT vendors/providers;

10. Performs other duties as required.

REQUIREMENTS

- Academic**
- Completion of secondary education preferably supplemented by technical or university courses in a field related to the assigned department in the organization.
- Experience and Basic Competencies**
- Six years of progressively responsible technical or administrative work, of which at least two years closely related to support of activities in a specialized area of the G-6 level job.
- Languages**
- Fluency in English;
 - Good working knowledge of Spanish;
 - Good working knowledge of another official language of the Organization (Arabic, Chinese, French or Russian) is an asset.
- Computer Skills**
- Good understanding of computer systems, mobile devices and other tech products;
 - General awareness of computer systems;
 - Knowledge of Mac OS and Microsoft Windows 10, but also in Office 365;
 - Experience supporting Cisco and HP network management;
 - General knowledge of IT operating systems and services, including Active Directory and Office 365 management;
 - Good understanding of common network services (DNS, DHCP, FTP, WDS, SMTP);
 - Experience supporting any cybersecurity threat and incident will be desirable.
- Other Skills and Competencies**
- Ability to process information logically and solve problems and prioritize tasks efficiently;
 - Excellent written and communication skills and the ability to present complex issues in a manner comprehensible to non-specialists;
 - Ability to work under minimum supervision;
 - Excellent client orientation skills;
 - Discretion and respect for confidentiality;
 - Accountability;
 - Excellent planning and organizational skills;
 - Ability to keep abreast of available technology and understand the applicability and limitations of technology to the work of the office;
 - Good judgment and the ability to make effective decisions;
 - Previous experience in the United Nations or another international organization is an asset;
 - Promote tourism for the benefit of people and planet;
 - Integrity;
 - Professionalism;
 - Respect for diversity.

Remuneration The initial base salary of EUR 48,768 per annum.

Other conditions The initial grade and step on appointment will be determined by the Secretary-General on the basis of qualifications and in the light of previous similar appointments and could be at a grade different from that shown above. Appointments are normally

at step 1 of the grade. The Secretary-General reserves the right to appoint a candidate at a lower level than the advertised level of the post.

If, following consideration of applications, the Secretary-General proceeds to fill this vacancy, a fixed-term appointment for a period of two years – subject to a four-month probationary period – will be offered. There is, however, no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered.

The type of recruitment is local.

**Application
Procedure**

Interested applicants are requested to complete the [Online UNWTO Personal History Form](#). Please note that UNWTO will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

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- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
 - In filling vacancies, due regard will be paid towards maintaining a staff selected on a wide and equitable geographical basis. Candidates of all nationalities are welcome to apply; under similar circumstances, preference will be given to nationals of UNWTO Member States. Women candidates and nationals from non-represented Member States in the UNWTO Secretariat are encouraged to apply;
 - Short-listed candidates may be asked to take a competitive exam as part of the final phase of the selection process. These candidates will be contacted directly for this purpose.