



United Nations World Food Programme (WFP)

Dhaka, Bangladesh

Vacancy Announcement

NO. WFP/003/2009

Date of Issue: 03 March 2009

Post Title	:	Information and Communication Technology Assistant
Type of appointment	:	Service Agreement (SC)
Post Grade	:	BL5 (G-5)
Duration	:	6 months (with possibility for extension)
No. of post	:	1 (one)
Duty station	:	Chittagong
Closing date	:	15 March 2009

Terms of Reference

Within delegated authority and under the direct supervision of the Head of ICT unit, WFP Bangladesh, the Information and Communication Technology assistant has responsibility for the following:

Duties and responsibilities:

1. Install, configure and administer hardware and software of WFP computer systems and network according to WFP standards;
2. Provide hardware and software troubleshooting support to all office locations including field offices;
3. Configure and maintain router, switch and firewall for WFP Local Area Network (LAN) and Wide Area Network (WAN) systems in Bangladesh to ensure appropriate and secured data flow;
4. Monitor LAN and WAN for performance and security;
5. Provide advise and technical support to the users on the use of hardware, operating system, application system and utilities;
6. Train and provide end user support of technology and systems, such as audio/videoconferences, meetings, databases, registries, networks, etc.
7. Receive procured IT equipment, check the technical specification and do the GR/SES accordingly.
8. Take very regular backup of all the servers and workstation (home directory only) and restore backup on regular intervention to see that they are working properly.
9. Conduct preventative maintenance for all the servers and workstations according to the PM checklist;
10. Keep an updated inventory system and prepare list of obsolete items as per WFP policy;
11. Maintain liaise with local suppliers/providers regarding delivery, service and support;
12. Perform simple hardware repair when required;
13. Develop and prepare technical documentation, user guides and system configurations for the WFP computer system.
14. Perform other related duties as assigned.

Essential Qualifications

1. Good teaching skills and ability to work in a multi cultural environment.
2. Ability to be mobile with frequent trips to WFP offices within the country.
3. Ability to work as part of a team with people of different professional and cultural backgrounds, and at all possible levels.
4. Mature judgement, initiative and imaginative, tactful and resourceful.

Additional Qualifications

1. ITIL certification.
2. IBM Lotus Domino and Lotus Notes
3. Expertise on CISCO PIX 515E
4. Conversant with Active Directory
5. Comfortable with LAN monitoring tool: Wireshark or Languar

Server Maintenance & Configure: HP Proliant ML-350, DL -380, ML- 530 series

Education

Preferably University Degree in the field of electronics/communications/computer engineering or technically equivalent.

Proven hands on experience, is an asset.

Experiences

At least three years of progressively responsible job related experience in the field of Information and communication technology.

Language: Fluency in both written and oral English and Bangla.

Submission of application:

Only candidates meeting the above requirements are requested to submit their application mentioning education and relevant experience, in one page, along with one copy passport size photograph and Curriculum Vitae (with contact telephone number and name & addresses of three references) to: **Human Resources Officer, WFP, UN Offices, IDB Bhaban, Sher-e-Bangla Nagar, Agargaon, Dhaka, Bangladesh** or E-mail to: Bangladesh_Vacancy_Announcement@wfp.org quoting this vacancy announcement and post number. Only short-listed candidates will be contacted.

WFP is an equal opportunity employer and promotes affirmative action principles to achieve gender balance among its staff