ICT Assistant, International Policy Centre For Inclusive Growth (IPC-IG)

**Location:** Brasilia, BRAZIL  
**Application Deadline:** 11 May 2015  
**Type of Contract:** SC / SB3  
**Languages Required:** English and Portuguese  
**Starting Date:** 1st June 2015  
**Duration of initial contract:** 06 months with possibility of extension

**Background**

The International Policy Centre for Inclusive Growth (IPC-IG) is a partnership between the United Nations Development Programme (UNDP) and the Government of Brazil. Located in Brasilia, IPC-IG facilitates South-South policy dialogue with the aim of expanding developing countries’ knowledge and capacities to design, implement and evaluate effective policies towards the attainment of high inclusive growth. Besides, IPC-IG is currently carrying out the project “Brazil & Africa: fighting poverty and empowering women via South-South Cooperation”, a partnership between UNDP, IPC-IG, UNFPA and UN Women, in coordination with the Brazilian Government and DFID. The project aims to contribute to poverty eradication and inclusive socio-economic development in Low-Income Countries (LIC) in Africa while promoting gender equality and the empowerment of women.

The Centre is currently recruiting an ICT Assistant to support IPC-IG Team in their daily activities and to offer assistance for IPC-IG office in ICT-related issues. The job provides an exciting opportunity for a person with good technical skills able to deal with an international work team.

**Duties and Responsibilities**

Under the substantive guidance of the IPC-IG Coordinators, the direct supervision of the ICT Manager, the ICT Assistant is expected to ensure timely and high quality delivery of the following:

- Provide user level technical support for end users, computers, printers, and phone
- Provide user level training on daily applications: MS Word, MS Excel, MS Outlook, Adobe Software, Mailing and other basic computer related skills
- Provide user level training in administrative interface of Content Management Systems as Drupal and WordPress
- Work directly with Website coordinators and internal users to conceptualize, design and improve existing and new features
- Create test scenarios and support tests focusing on technical compliance of requirements
- Support contract management with external IT Service Providers
- Assist with user management. (Adding and deleting users from AD, working with emails, etc.)
- Monitor printers and copiers to make sure they are working properly and getting regular maintenance
- Support users in backing up and restoring their files, as well as in virus detection, removal and prevention
- Performance of specific technical functions, including changing of hardware electronic components (disks, memories, network wiring, power sources, etc.) and routine repairs
- Assist with network and security management
- Assist with Windows Server and Linux Server
- Assist with Webserver configuration and maintenance
- Monitoring of file server traffic, usage and performance on a frequent and regular basis
- Import content into and maintenance of searchable databases, publications repository and multimedia library
- Contribute to the production of photo, video, graphic and multimedia materials
- Research and retrieval of statistics and analytical data from internal and external sources
- Perform other ICT tasks as required

Competencies

**Corporate**
- Demonstrates integrity and fairness, by modeling the UN/UNDP’s values and ethical standards;
- Demonstrates discretion and reliability in handling confidential matters;
- Promotes the vision, mission and strategic goals of IPC-IG.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

**Functional**
- Excellent technical skills;
- Multi-tasking and motivated by results;
- Responds positively to feedback;
- Good interpersonal skills and ability to establish and maintain effective partnerships;
- Willing to work under pressure, with online/telecom supervision;

**Knowledge Management and Learning**
- Ability to strongly support and build technical products;
- Experience in building client relationships with strong networking and advocacy skills;
- Seeks and applies knowledge, information and best practices from within and outside of IPC-IG.

**Judgment/Decision-Making**
- Mature judgment and initiative;
- Client-oriented perspective focused on impact and results;
- Independent judgment and discretion in advising on handling major policy issues and challenges.
Required Skills and Experience

**Essential**

- Secondary Education degree;
- 2 years of progressively responsible working experience with network administration, support to management of hardware and software platforms, telecommunications facilities and server administration;
- Experience with gathering user requirements and Knowledge of database packages;
- Acquaintance in content management systems (CMS) such as “Drupal” and Wordpress and web development;
- Familiarity with follow-up of webpage development, software testing and debugging;
- Proficiency in Portuguese and working knowledge of English.

**Desirable**

- An University Degree in Computer Science, Information Technology or related areas is considered an asset
- Experience in conceptualizing and producing of graphical material. Proficiency in Adobe Illustrator, Adobe Photoshop, CorelDRAW;
- Profound knowledge of HTML, PHP and CCS languages;
- Relevant experience with International Organizations;
- Knowledge of other UN language is considered an asset;
- UN/UNDP experience is an advantage.

Application and Selection Process

Applicants must send a P11 form* to ipc-hr@ipc-undp.org no later than 11th May 2015 quoting in the subject “ITC Assistant”

IPC-IG strongly encourages sending the following extra documents to be considered in the application:
- Detailed CV
- Cover letter
- Signed recommendation letter

**All documents must be submitted in English.** Applications posted after deadline will not be accepted.

*Personal History Form (P11) is available for download at: http://www.pnud.org.br/arquivos/P11.doc

Incomplete applications or applications received after the closing date (11th May 2015) will not be given consideration. Please note that only applicants who are short-listed will be contacted.
This is a national Service Contract position within the IPC-IG/UNDP. **International candidates will only have their applications considered if proof of permission to work in Brazil is attached to the application.** The IPC-IG/UNDP is not in a position to provide advice or assistance on applying for a Brazilian work permit.

**UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture.** Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.