

Liaison Assistant (IT), G6 at United Nations Office at Nairobi (UNON)

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Job Description

United Nations and regional organizations; provides administrative and other support services to the United Nations Environment Programme (UNEP) and the United Nations Human Settlements Programme (UN-Habitat); provides joint and common services to other organizations of the United Nations system in Kenya, as applicable; and manages and implements the programmes of administration, conference services and public information and provides security and safety services for United Nations staff and facilities in the United Nations Office at Nairobi.

Responsibilities

Assists the Chief in the integration of HCSU software application systems with the Host Government Departments (Ministry of Foreign Affairs, Kenya Revenue Authority, National Transport & Safety Authority, Kenya Airports Authority, Kenya Police, Department of Immigration) that support the provision of diplomatic privileges to the UN agencies, staff, consultants, interns and their dependents.

Stands in as Protocol ICT focal point between UNON-ICT, HCSU and the Host Government ICT departments in the absence of the Chief: Ensures continuous functionality of relevant APIs (Application Programming Interfaces).Coordinates support on software development matters, including security, data integrity and recovery; assists with needs assessment for new systems and modifications to existing systems.

Provides basic support in the design, development, implementation, and maintenance of

customized workflows based on the Unit's ProcessMaker, Data Manager and Queue management software applications: Assists the Chief in the definition and specification of requirements; builds, tests, and modifies prototype application software based on detailed instructions; installs and maintains software systems. Assists the ICTS team in troubleshooting, maintaining, making minor alterations to the business process management system to support daily operations.

Supports HCSU's core client business process management application and the field office staff to ensure the smooth processing of documentation and tracking of all documentation submitted to Government offices and other UN agencies: Provides user support to the Protocol/Liaison/Team assistants (users). Performs ongoing reviews with users and responds to requirements; requests, implements, provides operational support, and maintains various applications. Maintains regular contact with users and technical staff in user offices and provides support as required. Assists the field team by maintaining the databases containing records of all internal business processes.

Reporting & Documentation: Drafts instruction manuals and generates a variety of standard statistical and other reports. Tracks expiry dates of documents and visas and notifies clients to initiate renewal action in good time. Assists with the collection and analysis of data as well as preparation of data presentations and reports for information sharing, responding to queries, knowledge management, planning and decision making. Assists with visualizations and updating information material such as web pages or brochures.

Supervises the G5 Liaison Assistant (IT).

Performs other related duties as may be assigned from time to time.

Requirements

Competencies

PROFESSIONALISM: Knowledge of relevant programming language(s) and advanced programming skills. Good technical skills, ability to participate in development and maintenance of applications, provide user support. Ability to perform analysis, modeling and interpretation of data in support of decision-making. Ability to respond to changing requirements and assignments, ability to apply good judgment in the context of assignments given. Shows pride in work and in achievements. Demonstrates professional competence

and mastery of subject matter. Is conscientious and efficient in meeting commitments, observing deadlines and achieving results. Is motivated by professional rather than personal concerns. Shows persistence when faced with difficult problems or challenges. Remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

CLIENT ORIENTATION: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view. Establishes and maintains productive partnerships with clients by gaining their trust and respect. Identifies clients’ needs and matches them to appropriate solutions. Monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems. Keeps clients informed of progress or setbacks in projects. Meets timeline for delivery of products or services to client.

TECHNOLOGICAL AWARENESS: Keeps abreast of available technology. Understands applicability and limitations of technology to the work of the office. Actively seeks to apply technology to appropriate tasks. Shows willingness to learn new technology.

Education

Completion of High school diploma or equivalent is required. Diploma in Protocol and ICT is desirable.

Passing the Global General Service Test (GGST) is a prerequisite for recruitment consideration in the General Services and related categories in the United Nations Secretariat. The GGST is administered to applicants when required before the administration of a written assessment and/or interview. Successful passing of the Administrative Support Assessment Test (ASAT) in English at the United Nations Headquarters (UNHQ), Economic Commission for Africa (ECA), Economic and Social Commission for Western Asia (ESCWA), United Nations Office at Geneva (UNOG), United Nations Office at Vienna (UNOV), International Criminal Tribunal for Rwanda (ICTR) or International Criminal Tribunal for the former Yugoslavia (ICTY) may be accepted in lieu of the GGST.

Job – Specific Qualification

Certification in ProcessMaker 3 Advanced Architect Course and or ProcessMaker 3 Developer Course is desirable.

Work Experience

A minimum of seven years of relevant work experience in supporting ICT infrastructure related to integration of diverse systems is required. The minimum years of relevant experience is reduced by two years for candidates who possess a first level University degree.

Experience in administration of diplomatic privileges and immunities is required.

Knowledge of legislation covering diplomatic privileges and immunities, immigration regulations and provisions of Host Country Agreements is required.

Experience with Business Process Management and the Business Process Modeling Notation (BPMN) is desirable.

Experience in Full Stack and API (application programming interface) development is desirable.

1 year or more of experience in data analytics or related area is desirable.

Languages

English and French are the working languages of the United Nations Secretariat. For this position, fluency in both English and Kiswahili / Swahili is required. Knowledge of another official United Nations language is desirable

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