Job Title: Information Technology Assistant SC-4

Requisition ID **172953** - Posted - **Short Term-SC WFP - Asia, Southern - Sri
Lanka - Colombo** - (English) - **INFORMATION TECHNOLOGIES**

**WFP celebrates and embraces diversity. It is committed to the principle of equal
employment opportunity for all its employees and encourages qualified candidates to apply
irrespective of race, colour, national origin, ethnic or social background, genetic
information, gender, gender identity and/or expression, sexual orientation, religion or belief,
HIV status or disability.**

ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The
mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that
no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the
nutritious food they need.
In emergencies, WFP gets food where it is needed, saving the lives of victims of war, civil conflict and natural disasters. After
an emergency, WFP uses food to help communities rebuild their shattered lives. Present in nearly 80 countries, the
organization has the global footprint, deep field presence and local knowledge and relationships necessary to provide access
to nutritious food and contribute to lasting solutions, especially in many of the world's most remote and fragile areas. In Sri
Lanka. a lower-middle-income country, WFP is committed to achieving the Sustainable Development Goals (SDGs) in
tandem with sister UN Agencies and the government, and in particular, SDG 2, Zero Hunger.
WFP is looking for multifaceted individuals to join our dynamic team as IT Assistant to support in pursuing our mission.

TERMS AND CONDITIONS

Position Title: Information Technology Assistant (SC-4)
Contract Type: Service Contract
Number of Position: 1
Contract Duration: 6 Months
Duty Station: Colombo
Nationality: Sri Lankan only
Remuneration: Attractive remuneration package following UN policy including salary and medical insurance

DEADLINE FOR APPLICATIONS

Thursday, 15 September 2022

JOB PURPOSE

To assist in the delivery of standard software and hardware support services to contribute to the effective delivery of IT
services. To assist in the delivery of beneficiary management services. Additionally, and if required, to develop and
implement country office specific Application solutions.

KEY ACCOUNTABILITIES (not all-inclusive)

1. Assist in all IT Help Desk related tasks to ensure a consistent and timely delivery of IT services to staff in the country
   office and field locations.
2. Undertake basic monitoring of office network, connected equipment and UPS power sources.
3. Assist in Beneficiary Management & Transfer services (SCOPE).
4. Assist deployment of SCOPE hardware and software.
5. Carry out tasks in installing, configuring, upgrading and troubleshooting the SCOPE equipment firmware as and when
   applicable.
6. Assist in SCOPE registrations, uploads and cleaning of beneficiary data lists.
7. Assist in the IT equipment inventory updates and Physical Count and Reconciliation exercises.
8. Issue IT items to staff and record as necessary.
9. Receive and inspect all incoming IT items and report discrepancies to IT GEMS focal point.
10. Write program code and perform beta testing of applications to support the development and implementation of Digital
    Application solutions supporting Country Office business needs.
11. Support the rollout of such successfully developed application solutions within the office.
12. Perform any other duties as instructed by the supervisor

4Ps CORE ORGANISATIONAL CAPABILITIES

Purpose
- Understand and communicate the Strategic Objectives: Helps teammates articulate WFP's Strategic Objectives.
- Be a force for positive change: Suggests potential improvements to team's work processes to supervisor.
- Make the mission inspiring to our team: Explains the impact of WFP activities in beneficiary communities to teammates.
- Make our mission visible in everyday actions: Articulates how own unit's responsibilities will serve WFP's mission.

People
- Look for ways to strengthen people's skills: Trains junior teammates on new skills and capabilities.
- Create an inclusive culture: Seeks opportunities to work with people from different backgrounds.
- Be a coach & provide constructive feedback: Serves as a peer coach for colleagues in same area of work.
- Create an "I will"/"We will" spirit: Tracks progress toward goals and shares this information on a regular basis with supervisor.

Performance
- Encourage innovation & creative solutions: Explores ways to consistently be more efficient and accurate in own areas of work and shares new methods of work with colleagues.
- Focus on getting results: Focuses on getting results and tracks trends in completion rates for own tasks to identify opportunities for efficiency.
- Make commitments and make good on commitments: Takes responsibility for own tasks and notifies supervisor as soon as possible of potential delays in meeting deadlines or commitments.
- Be Decisive: Independently decides what action to take when faced with critical choices in the workplace or in dangerous situations in the field.

Partnership
- Connect and share across WFP units: Suggests opportunities for partnering with other units to supervisor.
- Build strong external partnerships: Identifies opportunities to work with colleagues and partners in the field towards common goals.
- Be politically agile & adaptable: Develops an understanding of the value of WFP's teams and external partners in fulfilling team's goals and objectives.
- Be clear about the value WFP brings to partnerships: Aligns own activities with supervisor's priorities to fulfill internal and external partner needs.

FUNCTIONAL CAPABILITIES

Capability Name	Description of the behaviour expected for the proficiency level
Governance, Strategy and Architecture	Demonstrates awareness of overall IT governance structure and system architecture development to support the process and assist in design of interaction between systems
Change Implementation, Project management, Planning and Optimization	Has basic understanding of project management principles to provide basic estimates on timing, resource utilisation and costs to facilitate the project planning process.
Technical Expertise	Understands technical aspects of own job and applies them in a thorough and systematic manner to analyze customer's technical issues and offer value adding advice and/or solutions.
Service Management	Understands and follows the established standards and protocols for service excellence within own domain to maintain quality of delivery and high levels of customer satisfaction.
Client Management	Demonstrates working understanding of existing hardware, software, servers and network management to resolve users' routine problems using WFP's established processes and tools.
Procurement and Contract Management	Assists in the technology selection process by collating information on vendors and/or products for evaluation against criteria.

STANDARD MINIMUM QUALIFICATIONS

<u>Education:</u>
Minimum requirements: Completion of Secondary school Education, supplemented by vocational training.
Desired requirements: Advanced Diploma IT
<u>Experiences:</u>
Three or more years of related work experience in the IT stream with experience in general operations and application/web development.

Language:
Excellent oral and written communication skills in English as well as local languages
Knowledge & Skills:
- IT end user support and troubleshooting (ITIL)
- Good knowledge and use of Office 365 & Outlook
- Advanced knowledge of Excel
- Application/Web develpoment (HTML, Python, Java, Java Scripts, UI, UX)
- Database management (SQL)
- Android/IOS development (React Native, Android Studios)
- Good team player

To Apply:

Click **'Apply'** to the link below to start the application process. **Candidates are requested to create an account in WFP E-Recruitment system before applying.**
Please also include your CV with a cover letter, highlighting your motivation and suitability for this vacancy, as part of an online application.
WFP offers an attractive compensation and benefits package including basic salary and medical insurance.
Please visit https://www.wfp.org/countries/sri-lanka to learn more about WFP's operations in Sri lanka.
Only short-listed candidates will be contacted.
All employment decisions are made on the basis of organizational needs, job requirements, merit, and individual qualifications. WFP is committed to providing an inclusive work environment free of sexual exploitation and abuse, all forms of discrimination, any kind of harassment, sexual harassment, and abuse of authority. Therefore, all selected candidates will undergo rigorous reference and background checks.
No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.