Information & Communication Technology Specialist

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Company: United Nations Development Programme

Location: Daerah Khusus Ibukota Jakarta

Category: other-general

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background checks. Background   UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action, and peace and security.In Indonesia, UN Women works with government, civil society organizations, academia, the media, and the public and private sectors to address national priorities of gender equality and women's empowerment. Placing the advancement of women's rights at the center of our work, UN Women Indonesia focuses on (1) Ending violence against women, (2) Promoting women's human rights (3) Women's economic empowerment (4) Women contribute to and have greater influence in building sustainable peace. To support the effective implementation of the UN Women's programme in Indonesia the role of ICT support is essential. To maintain and ensure good ICT support, the UN Women Country Office Indonesia is seeking part-time ICT specialist. Objective The objective of this Consultancy is to provide Information and Communication Technology (ICT) support services to UN Women Indonesia Country Office. The Consultant shall perform all the services/work as necessary to fulfill the objectives of the Consultancy contract. The activities will be performed under the supervision of the Operation Manager. Duties and Responsibilities Key Duties and responsibilities: 1. Regular service:Ensure all the UN Women Indonesia's servers are connected to UN Women's remote and local network and the service is ready to use;Ensure all the UN Women Indonesia Office's servers, network, and all other equipment are in good condition;Ensure the internet connectivity is up and ready for UN Women users access to the internet;Check UN Women computer/laptop or server on the antivirus log and remove viruses or malware if found;Make sure that the network printers are accessible from the workstations;Ensure effective operation of office cloud storage, including but not limited to the office's corporate one-drive, and regularly back up cloud data on backup media;Support the team in dealing with ICT HQ;Support the team in providing the specification for the procurement of ICT equipment;Support the programmes colleagues in planned activities at other Venues.2. Troubles-shooting:Provide on-site software and hardware (including IP Phones and printers) troubles-shooting, existing software upgrades, and new software installation when required;Be responsible for reinstalling software in case of broken down;Do not set up software without a license unless required;Scan/clean on a monthly basis or by request;Restore the server operating system and configuration; restore data from backup tape, In case of emergency;Check and keep the

software and hardware of the network system in working order (including server, networks, and workstation), solve the problem from any emergency condition.3. Maintenance:Effective functioning (installation, operation, and maintenance) of all UNWOMEN hardware equipment and acquisition of hardware supplies;Performance of specific technical functions, including identifying which hardware electronic components (disks, memories, network wiring, power sources, etc.) may cause a problem and liaising with UNWOMEN vendor for parts replacement (if any);Installation of commercial and in-house developed software and related upgrades and anti-virus programs on a timely basis;Update patch files for the Server, Computer, laptop, printer, network equipment, and all other relevant equipment;Install the new Windows image, configure the BitLocker, and join Azure AD;Configuration of MS Office 365 and OneDrive for Business;Check the UN Women's system at least once a month. The check work includes network, hardware, software, backup, and anti-virus upgrade;Provide a proactive approach to protect the network from risks such as unauthorized access to the network or sensitive data and information;Provide information on IT inventory to the UN Women personnel to enable them to perform better systems planning and decision-making;Liaise with ICT HQ for the use of office Firewall (replacement or new one).4. Maintain closed communication with the Regional and HQ ICT Coordinator on ICT-related issues and updates.Deliverables:Monthly IT Activity Report of UN Women Indonesia Office;Timely and effective IT personnel and support services, troubleshooting, and maintenance.Expected Output and DeliverablesNo Deliverables Estimated number of working days (Starting date 1 September 2023)Target CompletionDates 1 Submission of report on all activities in supporting ICT CO operation work during month September 2023 in line with request and feedback from UN Women. 8 working days 30 September 2023 2 Submission of report on all activities in supporting ICT CO operation work during month October 2023 in line with request and feedback from UN Women. 8 working days31 October 2023 3 Submission of report on all activities in supporting ICT CO operation work during month November 2023 in line with request and feedback from UN Women. 10 working days 30 November 2023 4 Submission of report on all activities in supporting ICT CO operation work during month December 2023 in line with request and feedback from UN Women. 8 working days 31 December 2023 5 Submission of report on all activities in supporting ICT CO operation work during month January 2024 in line with request and feedback from UN Women. 10 working days31 January 2024 6 Submission of report on all activities in supporting ICT CO operation work during month February 2024 in line with

request and feedback from UN Women. 8 working days 29 February 2024 7 Submission of report on all activities in supporting ICT CO operation work during month March 2024 in line with request and feedback from UN Women. 8 working days 31 March 2024 8 Submission of report on all activities in supporting ICT CO operation work during month April 2024 in line with request and feedback from UN Women. 8 working days 30 April 2024 9 Submission of report on all activities in supporting ICT CO operation work during month May 2024 in line with request and feedback from UN Women. 10 working days 31 May 2024 10 Submission of report on all activities in supporting ICT CO operation work during month June 2024 in line with request and feedback from UN Women. 8 working days 30 June 2024 11 Submission of report on all activities in supporting ICT CO operation work during month July 2024 in line with request and feedback from UN Women. 10 working days 31 July 2024 12 Submission of report on all activities in supporting ICT CO operation work during month August 2024 in line with request and feedback from UN Women. 8 working days 31 August 2024 Competencies Core ValuesRespect for Diversity;Integrity;Professionalism.Core CompetenciesAwareness and Sensitivity Regarding Gender Issues;Accountability;Creative Problem Solving;Effective Communication;Inclusive Collaboration;Stakeholder Engagement;Leading by Example. Required Skills and Experience Personnel/Qualifications & Experience:The ICT Consultant with the following qualifications: University degree or diploma in Information Technology, Computer Sciences, Engineering or any other related fields;Minimum of 5 years working experience as ICT support staffExperience in providing ICT support services for multi-national organizations, inter-government organizations, business companies, and the United Nations Agencies is an advantage.Hands-on experience in troubleshooting, networking, hardware, and software maintenance;Demonstrated ability to work with users' communityKnowledge of best practices and standards of UN ICT requirementsKnowledge of computers, basic programming, and relevant software applications;Previous working experience in or with the UN/NGO is an assetFluency in English and Bahasa Indonesia, both written and spoken.Able to work under challenging circumstances with minimum supervision. Roles and responsibilities of the partiesThe ICT Consultant shall be required to bring his/her own laptop while working at UN Women Indonesia Office.Working hours:To stand by at the UN Women Indonesia Office for at least 2 days or 16 working hours every week.The ICT Consultant should be available for contact via mobile and email.The ICT Consultant is expected to work both at the premises of the UN WOMEN Indonesia office to do on-the-job support and also from outside the premises, depending on the type of support

needed.Timeframe and locationTotal duration of the contract: 12 months (2 days a week)The Monthly IT Activity Report of the UN Women Indonesia Office shall be submitted by the end of each month.Service Site: Service Address: UN WOMEN Indonesia Office, 3A Floor at Menara Thamrin, Jalan. MH Thamrin, Jakarta Pusat, IndonesiaCommunication and reporting obligationsThe Consultant should provide the Operation Manager, UN Women Indonesia Office, a Monthly Activity Report by the end of each month. The reports may cover such aspects as progress made in the provision of the Services, identification of unforeseen issues or areas of concern, delays in the provision of the Services, causes of such delays, and proposed measures to correct such causes.EVALUATIONApplications will be evaluated based on the cumulative analysis.Technical Qualification (100 points) weight; (70%)Financial Proposal (100 points) weight; (30%)A contract will be awarded to the individual consultant whose offer has been evaluated and determined as follows:Responsive/compliant/acceptable, andHaving received the highest score out of above defined technical and financial criteria.SUBMISSION OF APPLICATIONInterested candidates are encouraged to submit an electronic application with Financial Proposal to this UNDP job website.Submission of package Updated CV.P11, including past experience in similar assignments, can be downloaded at http://www.unwomen.org/about-us/employment Financial proposal breaking down the daily fee. Applications without financial proposals will be treated as incomplete and will not be considered for further assessment.PAYMENT METHODPayments for this consultancy will be based on the achievement of each deliverable and certification that each has been satisfactorily completed. Refer a Friend Apply Now If you are experiencing difficulties with online job applications, please contact the eRecruit Helpdesk . Jobs Tenders Terms of Use Transparency Anti-Fraud Hotline Scam Alert Projects Get Involved! Contact us Find Us On© 2016 United Nations Development Programme Accessibility #J-18808-Ljbffr

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