



UNDP is the UN's global development network, advocating for change and connecting countries to knowledge, experience and resources to help build a better life

## **VACANCY ANNOUNCEMENT FOR LAO NATIONAL ICT Analyst for the ICT Unit at NOB Level, FTA Contract 12 months – Renewable**

### **Background**

UNDP is seeking a national Information and Communication Technology (ICT) Analyst to work with UNDP ICT Unit to provide ICT Support services. Under the guidance and supervision of the Deputy Resident Representative (Operation) the ICT Analyst works in close collaboration with ICT Specialist to provide daily technical support for users of the Local Area Network (LAN), information management tools and technology infrastructure. The ICT Analyst should be competent in the technical aspects of ICT systems (included LAN System, daily support, training, and implementation) in order to ensure 100% availability of the technology environment.

### **Duties and responsibilities**

- Ensuring effective functioning of the ICT system and use of management tools
- Providing effective desktop ICT, and LAN support
- Managing efficient Network Administration
- Ensuring effective web management service
- Facilitating knowledge building and knowledge sharing
- Representing ICT Unit when the ICT Specialist is absent

### **Competencies**

- Demonstrates commitment to UNDP's mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Focuses on result for the client
- Consistently approaches work with energy and a positive, constructive attitude
- Ability to provide network support services including hardware/ infrastructure support, Atlas support, other LAN applications support, web design and maintenance
- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems, knowledge of web design, knowledge of Microsoft Windows network administration.
- Good Knowledge of Microsoft SharePoint Technologies and MS Exchange Platforms.
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems

### **Qualifications and experience**

- Bachelor's degree in Computer Science with four years of experience in, Computer Science or related discipline.
- Cisco Certified Network Engineer (CCNE) and Microsoft Certified Systems Engineer (MCSE).
- 5 years of relevant work experience in network administration and use of hardware/software, telecommunications facilities, knowledge of Microsoft Exchange and SharePoint Technologies, database packages, experience and web design.
- Experience with Enterprise Resource Planning systems is preferred.

**This UNDP Fixed Term Appointment is based in the UNDP Country Office in Vientiane.**

Detailed job description available in the Human Resources Office and  
<http://www.undplao.org/vacancies/>

The applicants are required to **Apply Online** via the website above  
Please apply by **10 February 2012** to:

Telephone: (856-21) 267777 or Fax: (856-21) 267799

**Female candidates are encouraged to apply**  
**Only short-listed candidates will be contacted for interview**