



UNITED NATIONS DEVELOPMENT PROGRAMME GENERIC JOB DESCRIPTION

I. Position Information

Job Code Title:	ICT Analyst
Pre-classified Grade:	NOB
Supervisor:	Deputy Resident Representative (Operations)

II. Organizational Context

Under the guidance and supervision of the DRR-O the Information and Communication Technology (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. System support includes both corporate and user areas. The ICT Analyst is responsible for the review and advice on the use of new technologies that will enhance the assigned units' productivity.

The ICT Analyst works in close collaboration with the Management Support, Business Development, and Programme and Operations Teams in order to have a fully-functioning and efficient ICT system.

III. Functions / Key Results Expected

Summary of Key Functions:

- 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

1. Ensures **effective functioning of the ICT and use of management tools** focusing on achievement of the following results:
 - Compliance with corporate LAN management and technology standards, guidelines and procedures for the CO technology environment.
 - Provision of inputs and information to the elaboration of strategic plans for the Information Technology area in general and the LAN in particular
 - Identification and implementation of innovative uses of the LAN which would enhance the CO's effectiveness
 - Provision of advice on maintenance of equipment and acquisition of hardware supplies, making routine repairs and change of hardware electronic components.
 - Supervision of the implementation of corporate UNDP systems.
 - Development of new software packages for high impact results (e.g. office management system, electronic registry, Share point) as required.

2. Provides effective **desktop, ICT and LAN support** focusing on the achievement of the following results:

- Set up and maintenance of the LAN, computers, printers and other ICT equipment in the CO.
- Installation and configuration of new equipment and systems and corrective actions in case of failure.
- Maintenance of servers and all LAN/ICT equipment, periodically updating software and configurations as well as the copies of the systems and data bases.
- Full operation of network utility procedures defining network users and security attributes establishing directories, menus and drive-mappings, configuring network printers and providing user access.
- Trouble-shooting and monitoring of network problems: file server traffic, usage and performance, network security access and space usage. Follow up with staff for corrective measures.
- Response to user needs and questions regarding network access; assistance to staff in the use of network resources.
- Installation of corporate, commercial and in-house developed software packages and related upgrades. Technical support to the CO staff in the operation of new corporate and commercial software introduced.
- Virus, spy ware detection, removal and prevention for all systems in the CO. Updated virus, spy ware detection and removal software.
- Assistance in data access, file transfers and conversions.
- Maintenance of a log of reported problems and corrective measures taken.

3. Ensures efficient **networks administration** focusing on achievement of the following results:

- Operation of network utility procedures defining network users and security attributes establishing directories, menus and drive-mappings, configuring network printers and providing user access. Ensure that the UNDP desktop and network resources are protected from malicious virus attacks and deploy countermeasures in the event of the attacks
- Trouble-shooting and monitoring of network problems.
- Response to user needs and questions regarding network access.
- Maintenance of up-to-date parameters of information for the network clients and electronic mail.
- Implementation of backup and restoration procedures for local drives, all servers. Maintenance of backup logs. Organization of off-site storage of backups.
- Maintenance of measures in place for business continuity and disaster recover processes and procedures including backup and restoration of both server and local storage facilities.
- Timely LAN Infrastructure and Internet connectivity upgrade to meet UNDP requirements.

4. Provides **web management services** focusing on achievement of the following results:

- SharePoint based Intranet day to day management
- Identification of the opportunities and ways of converting business processes into web-based systems to address the issues of efficiency (office management system, donor profile software, knowledge management systems).
- Creation and maintenance of the CO web site and intranet ensuring that the content is updated and meets the requirements of UNDP.

5. Ensures **facilitation of knowledge building and knowledge sharing** in the CO focusing on achievement of the following results:

- Maintenance of staff training profiles and coordination/conduct of training specific to users' needs.
- Arrangements for briefings and demonstrations (of corporate and user-developed

- systems) and coordination of external training sessions.
- Synthesis of lessons learned and best practices in ICT/LAN management.
- Sound contributions to knowledge networks and communities of practice.

6. **Represents the ICT Support Unit** when the ICT Specialist is absent:

- Provision of ICT continuous service when the ICT Specialist is absent.
- Representation of the ICT Unit in meeting as required.
- Communication with suppliers and partners on behalf of the ICT Support Unit.

IV. Impact of Results

The key results have an impact on the overall efficiency of the Country Office including improved business results and client services. Forward-looking ICT/LAN management has an impact on the organization of office management, knowledge sharing, and information provision.

V. Competencies and Critical Success Factors

Corporate Competencies:

- Demonstrates commitment to UNDP's mission, vision and values
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

Functional Competencies:

Knowledge Management and Learning

- Shares knowledge and experience
- Encourages office staff to share knowledge and contribute to UNDP Practice Areas
- Develops substantive knowledge of one or more Practice Areas
- Provides helpful feedback and advice to others in the office
- Actively works towards continuing personal learning and development in one or more practice areas, acts on learning plan and applies newly acquired skills

Development and Operational Effectiveness

- 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, Atlas support
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems

Leadership and Self-Management

- Focuses on result for the client
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates strong oral and written communication skills
- Remains calm, in control and good humored even under pressure
- Responds positively to critical feedback and differing points of view
- Solicits feedback from staff about the impact of his/her own behavior

VI. Recruitment Qualifications	
Education:	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). If certification is not available at the time of recruitment, it should be obtained within 6 months.
Experience:	5 years of relevant work experience in network administration. , hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications, experience in web design and development of web-based office applications. Knowledge of Microsoft Exchange and SharePoint Technologies. Experience with Enterprise Resource Planning systems is preferred.
Language Requirements:	Fluency in Written and Spoken English and Lao language.

VII. Signatures- Job Description Certification		
Incumbent <i>(if applicable)</i>		
Name	Signature	Date
Supervisor		
Name: Position:	Signature	Date
Chief Division/Section		
Name: Position:	Signature	Date