



UNV VOLUNTEER DESCRIPTION OF ASSIGNMENT

Preamble:

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UNV volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UNV volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UNV volunteers even more rewarding and productive.

- 1. UNV Assignment Title:** Information and Communications Technology – Systems and Networking Support Analyst
- 2. Type of Assignment:** International UNV volunteer
- 3. Project Title:** UNDP Justice System Programme (JSP)
- 4. Duration:** 12 months renewable
- 5. Location, Country:** Dili, Timor-Leste with frequent travel to the districts
- 6. Expected Starting Date:** Immediate
- 7. Brief Project Description:** The JSP is a joint effort by the Government of Timor-Leste (GoTL) Ministry of Justice (MoJ) the Courts and the Prosecution Services and UNDP. It aims to strengthen the institutional and human resources capacity of the main institutions that compose the justice sector. The JSP was launched in July 2003 for an initial period of three years. It was revised in the end of 2008 to adapt to the new priorities and reality of the Justice Sector. As a consequence of this revision, the JSP increased its scope, budget and time frame. The JSP is managed by a Senior Justice Advisor and Deputy Programme Manager. It has five Programme Support Units (Capacity Development, Access to Justice, Decentralization, Prosecution Support and Corrections Support).
- 8. Host Agency/Host Institute:** United Nations Development Programme (UNDP)
- 9. Organizational Context:** The JSP is part of the Governance Unit of UNDP. The UNV will be within the IT Department
- 10. Type of Assignment Place:** Assignment with family
- 11. Description of tasks:**

Within the terms of the organization's delegated authority, and under the direct supervision of the IT Coordinator, the UNV volunteer will undertake the following tasks:

- Provide support services related to office applications, computer operations, email/Internet/Intranet/chat systems, VoIP System, special software set up, training and troubleshooting for all the computer users within the JSP;
- Provide technical support for all offices and users within the Justice Network in the districts, troubleshooting problems as they arise and designing long term solutions;

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- Report to the IT Coordinator any client needs including hardware, software, backup, anti-virus, cabling, switches, UPS, IP Phones, servers, desktops, scanners, laptops, routers, firewall, modems, printers and spare parts;
- Provide mentoring and technical assistance for the national IT staff on systems, equipment, administration, installation, maintenance and upgrading;
- Responsible for maintenance and administration of the JSP LAN hardware, software and peripherals; including IT infrastructure, website operations, email, etc;
- Enhance the existing support procedures, providing manuals, documentation of best practices, configurations, support and troubleshooting of network, software and hardware used by the Justice Sector in the districts;
- Provide documentation and diagrams of new network systems installations and update/maintain existing documentation and diagrams;
- Manage the asset inventory with documentation and updates for new acquisitions, loans and discarded equipment;
- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.;
- Assist with the UNV “buddy programme” for newly arriving UNV volunteers.

Provide training and transfer knowledge of support, systems and network administration to national IT staff, along the following lines:

- Software installation, maintenance and upgrading (servers and workstations), including the compilation of IT Standards & Procedures Guideline for all sites within the Justice Network;
- Hardware installation, maintenance and upgrading (servers and workstations), including physical installation of equipment, configuration and testing;
- Recommend suitable IT solutions for system expansion, specifying equipment and software and defining administration procedures for the JSP development, staging laboratory and data center;
- Participate in the overall design of networks and systems architecture of all remote sites and the interconnection with the Dili Data Center, GoTL operated backbone and Internet;
- Routine network administration, maintenance and troubleshooting, systems documentation, database supervision, server backup, maintenance and updating of anti-virus protection software;
- Encourage national staff to participate in local volunteer groups, including assisting them in submitting stories and experiences to the World Volunteer Web site.

Furthermore, UNV volunteers are encouraged to:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day);
- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country; network and build relationships with local organizations, groups or individuals, and support and/or participate in local volunteering initiatives; reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities;
- Promote or advise local groups on the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible;
- Encourage, mobilize and support co-workers, fellow UNV volunteers and members of the local community to play an active part in peace and development activities on a voluntary basis;
- Discuss with supervisors how volunteerism for peace and development can be mainstreamed in the assignment and integrate activities promoting volunteerism for peace and development into work plans.

12. Results/Expected Outputs:

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- The primary goal is to be available to provide effective and comprehensive consultation and assistance to all users within the JSP;
- Maintain a log of support calls, pursuing and reaching a resolution to satisfy the users;
- The IT specialist will resolve any problems to the best of their ability and notify the designated group within the IT department when a referral is needed;
- Document and report any misuse or low computer literacy of the users;
- A final statement of achievements towards volunteerism for development during your assignment such as specific quantification of mobilized volunteers, activities and capacities.

13. Profile Requirements:

a) Qualifications, skills, experience:

The incumbent must be a dynamic, multi-functional person, who supports UNDP with professionalism, dedication and client orientation. The following qualifications are required:

- Bachelor Degree in Computer Science or Engineering, with a minimum of 5 years experience with Computer Systems & User Support at complex sites (heterogeneous clients and servers, multiple Internet servers including file servers, web, email, Proxy and DNS);
- Experience designing, implementing and maintaining enterprise level data networks, including cabling, setting up network equipment (switches, routers, access points), troubleshooting and management using SNMP and protocol analyzers;
- Great ability to identify solutions and troubleshooting for computer hardware, software, network and systems in general;
- Experience with deployment and administration of Linux servers in heterogeneous environments (Windows, UNIX and/or Linux), including Samba file servers, email servers, Proxies, antivirus Servers & Clients, web servers, DHCP, DNS and database servers;
- Experience in Information Security implementation and management;
- Experience as a mentor/trainer in the IT field;
- Knowledge and experience with general network support systems such as VPN, VoIP, Routing, Wireless Network, VSAT, etc;
- Experience in programming of web-based applications (CMS, PHP, MySQL) would be an asset.
- Strong commitment with Open-Source tools and systems.
- Experience with Virtualization and Consolidation of servers.

Language requirements:

- Oral and written English and Portuguese;
- Tetun language skills desirable or a willingness to learn.

Personal characteristics considered advantageous:

- Exceptional interpersonal and communication skills with an ability to motivate people.
- Ability and interest in training and supporting less experienced colleagues;
- Ability to work and communicate in a team environment with good problem solving and organizational skills;
- Capacity to deal with different cultural backgrounds and language barriers;
- Open-minded and able to make proper consideration for appropriate response;
- Capacity to state ideas in more than one way, demonstrating creativity and flexibility.

b) Competencies and values:

- Integrity and professionalism: demonstrated expertise in area of specialty and ability to apply good judgment; high degree of autonomy, personal initiative and ability to take ownership; willingness to

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accept wide responsibilities and ability to work independently under established procedures in a politically sensitive environment, while exercising discretion, impartiality and neutrality; ability to manage information objectively, accurately and confidentially;

- Accountability: mature and responsible; ability to operate in compliance with organizational rules and regulations;
- Commitment to continuous learning: initiative and willingness to learn new skills and stay abreast of new developments in area of expertise; ability to adapt to changes in work environment;
- Planning and organizing: effective organizational and problem-solving skills and ability to manage a large volume of work in an efficient and timely manner; ability to establish priorities and to plan, coordinate and monitor (own) work; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities;
- Teamwork: ability to establish and maintain effective partnerships and harmonious working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity and gender;
- Communication: proven interpersonal skills; good spoken and written communication skills, including ability to prepare clear and concise reports; ability to conduct presentations, articulate options and positions concisely; ability to make and defend recommendations; ability to communicate and empathize with staff (including national staff), volunteers, counterparts and local interlocutors coming from very diverse backgrounds; ability to maintain composure and remain helpful towards the staff, but objective, without showing personal interest; capacity to transfer information and knowledge to a wide range of different target groups;
- Ability and willingness to operate independently in austere, remote for protracted periods, possible extensive travel within the area of operations; willingness to transfer to other duty stations within area of operations as may be necessary;
- Genuine commitment towards the principles of voluntary engagement, which includes solidarity, compassion, reciprocity and self-reliance; and commitment towards the UN core values.

14. Living Conditions:

Timor Leste is half of a tropical island on the Australian continental shelf characterized by a rugged mountain chain running east-west that divides the country into a generally warmer north coast and a milder south coast. The capital city, Dili, is located in the north.

Climate: The climate along the coast is relatively warm hot year round with an annual average temperature of 30°C. There are two distinct seasons: the north-east monsoon season, which runs from November to March, constitutes the rainy season throughout the country. The south-east monsoon season, which runs from March to October, constitutes the dry season with some rain on the southern coast but otherwise dry and windy conditions in the rest of the country. The climate inland with its high mountains can be very cold with an annual average temperature of 15°C.

Health: UNMIT has a medical clinic that is accessible for all UN staff members. The clinic has doctors, nurses, a dentist and full laboratory services. In addition, there are four Regional Support Centers (RSCs); each of the RSCs has a medical clinic with a doctor and nurse staffed. There are also national hospitals in Dili and most of the district capitals, as well as Australian and Cuban doctors. In case of an emergency, there is a military hospital, the International Stabilization Forces (ISF), or a patient can be referred to Darwin, Australian for major surgeries or tests.

Diet, Food and Water: Most staple foods can be found in the markets such as rice, meat, vegetables, cooking oil, salt and sugar. There are many local markets around Dili as well as four supermarkets that are stocked with imported goods, mainly from Australia, Indonesia, Singapore and China. Dili has a large number of restaurants, cafes and bars. There is a variety of food ranging from Western to Southeast Asian fare. You can also find several local warungs with less expensive meals. The price range for a meal can range from \$3 to \$20+.

Telecommunications: The only telecommunications provider available in the country is Timor Telecom. It can be used in Dili and in most parts of districts. Sim cards cost \$3 and recharge/pulsa cards range from

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\$1 to \$50. In addition, when you check in, you will be provided with a PIN code where you can make international calls. The charges from these calls will be deducted from your VLA. The charges range from \$0.10c to \$0.20c per minute.

Hotels: The UNV Country Office will help arrange your initial accommodation, at your expense. Most of the hotels in Dili are aimed at internationals and offer a good level of comfort with air-conditioned rooms and en-suite bathrooms. You can expect to pay from \$30 to \$50 per night.

Permanent Accommodation: Expect that your accommodation will range from the very basic to adequate, although many private houses in Dili have been renovated to a reasonable or even considered 'luxurious' level of comfort. The rate of reconstruction and renovation in the districts has been much slower than in Dili. Accommodation is far more likely to be of a very basic level.

15. Conditions of Service:

The monthly international volunteer living allowance for the single UNVs is US\$ 2151, for the UNVs with one dependent is US\$ 2,401 and for the UNVs with more than one dependent is US\$ 2,601 per month. The UNV volunteer is entitled to full DSA when required to work outside the duty station. A Settling-in Grant is provided and based upon the duration of the contract and a resettlement allowance of US \$150 per month will be paid on successful completion of the assignment. Full medical and life insurance is provided.

16. Application

If you are not yet registered in the UNV database, please apply by registering your profile at <http://one.unv.org>. **Important:** Please select the following code from the drop down menu on the first page of the registration form: **11TIM_NETWORK**. If you are registered in the UNV data base, please update your profile through <https://myprofile.unv.org> and then send your INV ID number by email, and with **11TIM_NETWORK** in the subject field of your message, to volvacancy@unvolunteers.org.

Closing Date March 1, 2011

Description of Assignment prepared by the Project Manager/UN Entity:

Andre Piazza, IT Coordinator, UNDP Timor-Leste

Date: 04/02/2011

Description of Assignment approved by UNV Country Office Team/Support Office:

Pamela Baze, UNV Programme Officer, Timor-Leste

Date: 04/02/2011

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