



# ອົງການອາຫານໂລກ

## The United Nations World Food Programme

The UN World Food Programme is the largest humanitarian aid agency in the world. In Laos, WFP is committed to helping to reduce the vulnerability of the population and reduce food insecurity of poor families throughout the country. All WFP staff contributes as a team to this mission.

### Vacancy Announcement: National Sr. Information Technology Assistant ICT (GS 7)

Vacancy Announcement No: WFP LAO 001	Date: 18 January 2011
Title: Sr. ICT Assistant	Duty Station: Vientiane
Grade: GS 7	Contract Type: Fixed Term Contract (one year with renewal)
Organization Unit: ICT Unit	Deadline for application: 28 January 2011
<p>A Sr. ICT Assistant will be stationed in the Vientiane Country Office under direct supervision of International Professional staff.</p> <p><b><u>Duties and Responsibilities</u></b></p> <ul style="list-style-type: none"><li>• Guide, train and supervise staff maintaining inventory of material and/or database of information, such as, compute related equipment, communications equipment, website content, training material, etc;</li><li>• Guide, train and supervise staff maintaining logs or archives of information, such as computer related logs, trouble tickets, directories, website publications, registries, data warehouses, reports, etc;</li><li>• Deploy and/or disseminate standard material, such as, computer hardware and/or software, applications, programs, directories, telephony, web content, publications, database content, training material, etc;</li><li>• Maintain systems and equipment by carrying out specialized tasks and supervising staff carrying out routine tasks, such as backing up data, monitoring network and systems, servers and peripherals, running systems diagnostics, patch management and system optimization, removing viruses and bad data, etc;</li><li>• Monitor systems, databases and applications; Resolve a variety of problems and/or assist in resolution of problems by identifying and forwarding issues to the appropriate person;</li><li>• Maintain web pages, electronic documents, statistical databases; maintain Information and Knowledge Management (IKM) applications and procedures and provide support to IKM users;</li><li>• Train and support users of technology and systems, such as audio/videoconferences, meetings, databases, registries, networks, etc;</li><li>• Evaluate, develop, and recommend procedures. Participates in discussions on new/revised procedures and practices; interprets and assesses the impact of changes and makes recommendations on follow up actions;</li><li>• Perform other related duties as assigned.</li></ul>	<p><b><u>Education:</u></b></p> <p>University degree or Higher National Diploma in Telecommunication or Electrical Engineering plus a combination of supplemental courses/technical certification in related fields including extensive practical, expertise in a wide range of telecommunications equipment.</p> <p><b><u>Experience:</u></b></p> <ul style="list-style-type: none"><li>• At least six years of progressively responsible job related experience in information technology or telecommunications or information management, such as, WAN/LAN networking, operating systems, telephone services, radio unit, web design, registry or similar. Some experience in client support, such as, a Help Desk or User Support Unit, web design team, telephone maintenance service, e-marketing group, hotline,</li><li>• Proficiency in computer based applications esp. Microsoft Word, Powerpoint and Excel</li><li>• Excellent interpersonal skills and fluency in written and spoken English and Lao</li><li>• Previous work experience in a UN agency would be an advantage</li></ul> <p><b><u>Application Submission</u></b></p> <p>Applicants should submit a letter of interest and curriculum vitae in a sealed envelop marked "Confidential" to:</p> <p>Ms. Boonmaly Phisayavong Sr. Human Resources Assistant UN World Food Programme P.O. Box 3150 Vientiane, Lao PDR or email: <a href="mailto:vacancies.laos@wfp.org">vacancies.laos@wfp.org</a></p> <p>WFP is committed to gender balance in all functions and at all levels. We are committed to increasing the number of female staff in our offices. <b><i>Female candidates in particular are encouraged to apply.</i></b></p> <p>Only short-listed candidates will be contacted for an interview. Please note that CVs and other documents submitted to WFP cannot be returned.</p>