



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 Information Technology Assistant ICT (GS 5)

Vacancy Announcement No: WFP LAO 002	Date: 18 January 2011
Title: ICT Assistant	Duty Station: Vientiane
Grade: GS 5	Contract Type: Fixed Term Contract (one year with renewal)
Organization Unit: ICT Unit	Deadline for application: 28 January 2011
<p>An ICT Assistant will be stationed in the Vientiane Country Office under direct supervision of International Professional staff.</p> <p><u>Duties and Responsibilities</u></p> <ul style="list-style-type: none">• Maintain inventory of material and/or database of information, such as, computer related equipment, communications equipment, website content, training material, etc;• Maintain logs or archives of information, such as computer related logs, trouble tickets, directories, website publications, registries, data warehouses, reports, etc;• Assist in the deployment/dissemination of standard material, such as, computer hardware and/or software, applications, programs, directories, telephony, web content, publications, database content, training material, etc;• Assist in the maintenance of systems and equipment by 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;• Administer user access to systems and databases, monitor system and application usage;• Assist in resolution of problems by monitoring inboxes and responding to queries, identifying and forwarding issues to the appropriate person;• Maintain web pages, electronic documents, statistical databases; maintain Information and Knowledge Management (IKM) applications and procedures and provide support to IKM users;• Assist in training and support of users of technology and systems, such as audio/videoconferences, meetings, databases, registries, networks, etc;• Perform other related duties as assigned. <p><u>Education:</u></p> <p>Secondary school education or certification in related fields of telecommunications equipment.</p>	<p><u>Experience:</u></p> <ul style="list-style-type: none">• At least four 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, or similar.• Proficiency in computer based applications esp. Microsoft Word, Powerpoint and Excel• Excellent interpersonal skills and fluency in written and spoken English and Lao• Previous work experience in a UN agency would be an advantage <p><u>Application Submission</u></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: vacancies.laos@wfp.org</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. <i>Female candidates in particular are encouraged to apply.</i></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>