

Job no: 594776

Contract type: Temporary Appointment

Duty Station: Dakar

Level: G-5

Location: Senegal

Categories: Information Communication Technology

UNICEF works in over 190 countries and territories to save children's lives, defend their rights, and help them fulfill their potential, from early childhood through adolescence.

At UNICEF, we are committed, passionate, and proud of what we do for as long as we are needed. Promoting the rights of every child is not just a job – it is a calling.

UNICEF is a place where careers are built: we offer our staff diverse opportunities for professional and personal development that will help them reinforce a sense of purpose while serving children and communities across the world. We welcome everyone who wants to belong and grow in a diverse and passionate culture, coupled with an attractive compensation and benefits package.

Visit [our website](#) to learn more about what we do at UNICEF.

For every child, the right to a Future

How can you make a difference?

You as the IT Telecommunication Assistant will support the delivery of Digital Impact and ICT services by providing technical assistance, administering ICT equipment and systems, resolving incidents, supporting users, and promoting the effective adoption of UNICEF digital solutions.

In this role, you will provide technical assistance to end users, troubleshoot and resolve ICT-related issues, support the deployment and maintenance of ICT equipment and applications, and contribute to efficient digital collaboration. You will also help strengthen staff capacity through user guidance and training, maintain ICT assets and inventory records, and support business continuity through reliable, secure and customer-focused ICT service delivery.

Key accountabilities include:

- User Support and Service Delivery:
- ICT Systems Administration and Operations
- Digital Collaboration and Audiovisual Support
- User Training and Capacity Building
- ICT Asset and Inventory Management

If you would like to know more about this position, please review the complete Job

Description here:  [IT Telecommunication Assistant, G-5 - TOR.pdf](#)

To qualify as an advocate for every child you will have...

Minimum requirements:

- **Education:** Completion of Secondary education is required, supplemented with formal training in Computer Science, Information Systems, Telecommunications, Engineering. A Bachelor or equivalent (First Level University Degree) from a recognized academic institution in a field relevant to the position may replace 3 years of related work experience. A Master or equivalent (Advanced University Degree) may replace an additional 2 years.
- **Work Experience:** A minimum of five (5) years in Information and Communication Technology (ICT), telecommunications, network administration, helpdesk support, or a related technical field. Proven experience providing end-user technical support, troubleshooting hardware, software, network connectivity, and telecommunications issues. Experience supporting Microsoft Windows operating systems, Microsoft 365 applications, Teams collaboration tools, and enterprise IT environments. Experience in the installation, configuration, maintenance, and monitoring of ICT and telecommunications equipment, including computers, printers, mobile devices, network devices, and conferencing solutions. Experience in maintaining inventories of ICT assets and supporting ICT procurement and equipment lifecycle management. Familiarity with information security principles, user account management, and ICT service management processes. Practical work experience in information technology, requiring systematic methods of troubleshooting and problem solving is required. Experience in helping users with IT products and services, and use of applications and diagnostic tools is required. Practical experience in providing technical and business Customer Support and Services is required. Practical experience and working knowledge of various computer platforms and applications are required.
- **Skills:**
 - Good knowledge of UNICEF's ICT regulations, rules and procedures as well as systems and applications.
 - Good working knowledge of computer information systems, including micro-computer operating systems software (e.g. Windows), hardware and applications software and other office technology equipment.
 - Ability to understand data and effectively use office technology systems for its input and extraction.
 - Ability to provide on-the-job orientation to clients.
 - Take responsibility to respond to service needs promptly and proactively.
 - Demonstrates a high degree of integrity, reliability and honors matters of confidentiality.
 - Ability to handle work quickly and accurately under time constraints.
 - Demonstrates courtesy, tact, patience and ability to work effectively with people of different national and cultural backgrounds.
- **Language Requirements:** Fluency in French is required.

Desirables:

- **Language:** Knowledge of another official UN language (Arabic, Chinese, English, Russian or Spanish) or a local language
- Experience in ITIL Foundation Certificate or equivalent customer support certification is an asset. Experience in audiovisual equipment is also considered as an asset.

- Relevant experience at country level, particularly in development, fragile settings and humanitarian contexts.

For every Child, you demonstrate...

UNICEF's Core Values of Care, Respect, Integrity, Trust and Accountability and Sustainability (CRITAS) underpin everything we do and how we do it. Get acquainted with Our Values Charter: [UNICEF Values](#)

UNICEF competencies required for this post are...

- (1) Builds and maintains partnerships
- (2) Demonstrates self-awareness and ethical awareness
- (3) Drive to achieve results for impact
- (4) Innovates and embraces change
- (5) Manages ambiguity and complexity
- (6) Thinks and acts strategically
- (7) Works collaboratively with others

Familiarize yourself with [our competency framework](#) and its different levels.

UNICEF promotes and advocates for the protection of the rights of every child, everywhere, in everything it does and is mandated to support the realization of the rights of every child, including those most disadvantaged, and our global workforce must reflect the diversity of those children. The UNICEF family is committed to include everyone, irrespective of their race/ethnicity, disability, gender identity, sexual orientation, religion, nationality, socio-economic background, minority, or any other status.

UNICEF encourages applications from all qualified candidates, regardless of gender, nationality, religious or ethnic backgrounds, and from people with disabilities, including neurodivergence. We offer a wide range of benefits to our staff, including paid parental leave, breastfeeding breaks and reasonable accommodation for persons with disabilities. UNICEF provides reasonable accommodation throughout the recruitment process. If you require any accommodation, please submit your request through the accessibility email button on the UNICEF Careers webpage [Accessibility | UNICEF](#). Should you be shortlisted, please get in touch with the recruiter directly to share further details, enabling us to make the necessary arrangements in advance.

UNICEF does not hire candidates who are married to children (persons under 18). UNICEF has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination based on gender, nationality, age, race, sexual orientation, religious or ethnic background or disabilities. UNICEF is committed to promote the protection and safeguarding of all children. All selected candidates will, therefore, undergo rigorous reference and background checks, and will be expected to adhere to these standards and principles. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check, and selected candidates with disabilities may be requested to submit supporting documentation in relation to their disability confidentially.

UNICEF appointments are subject to medical clearance. Issuance of a visa by the host country of the duty station is required for IP positions and will be facilitated by UNICEF. Appointments are conditional on the selected candidates' willingness to comply with current or future vaccination requirements, should UNICEF mandate it for personnel. Failure to comply with such requirements, where applicable and without a duly approved medical exemption from the relevant UN authority, will result in the cancellation of the selection or may lead to other administrative measures, including separation from service.