UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA’s services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, and emergency assistance. UNRWA is the largest UN operation in the Middle East with more than 30,000 staff. UNRWA is funded almost entirely by voluntary contributions.

Consultant – Service Desk Management Assistant, (Local)
(Palestine Refugees Female only in Lebanon)

BACKGROUND

UNRWA has signed a Memorandum of Understanding (MoU) with United Nations International Computing Center (UNICC) that aims to enhance livelihood and human development opportunities to Palestine refugees in Gaza and all fields. By this new collaboration, UNRWA becomes a provider of Information Management, Technology services and capacity augmentation to UNICC technical team, on a cost recovery basis through IMTD/IT Service Center (ITSC) in HQ-Gaza.

United Nations International Computing Center (UNICC) is a UN agency that provides IT services to other UN agencies on a cost recovery basis.

UNRWA Information Management and Technology Department (IMTD) is seeking a Service Desk Management Assistant who will enhance the capacity of the team, to support the operations in the delivery of support services to its customers following the IT frameworks and standards (ITIL operations and transition, ISO 27001 security) mission critical infrastructure and with the support of demanding customers from a service desk perspective.

The Service Desk is Responsible for the collection, recording, resolution at Tier 1 level, escalation and closure of incidents and service requests. It is also responsible for the monitoring of the corporate ICT infrastructure. In addition, the service desk performs duties at various levels for the following IT processes: Major Incident, Problem, Change and Configuration Management.

The consultant will report administratively to Head Information Technology Service Centre in Headquarter Gaza and technically to United Nations International Computing Center (UNICC).

DESCRIPTION OF DUTIES AND RESPONSIBILITIES (part or all the following)

Logging of support requests and event generated incidents in the CRM system and follow-up throughout the incident life cycle.

- Analysing and resolving incidents according to established operational procedures.
- Escalating incidents when necessary and identifying and employing measures to prevent reoccurrence. Managing support requests until closure.
- Monitoring of the ICT infrastructure using various monitoring technologies. Informing customers of outages, known errors and resolution progress.
- Assisting in developing or improving technical service policies or technical documentation.
- Assisting in updating the technical information database, the Service Desk knowledge base, Service Desk workflow and procedures.
- Producing technical documentation or user manuals as required.
• Providing assistance to the Change Manager or the CMDB owner for the coordination of changes and update of the CMDB.
• Performing other duties as required.

MINIMUM QUALIFICATIONS AND EXPERIENCE
• A university degree from an accredited educational institution in Computer Science, Information Technology, or related discipline.
• A minimum of 4 years of experience in a Service Desk environment, supporting customers, and the following functional and technical skills:

COMPETENCIES
• Excellent English written and verbal communication skills, interpersonal and collaborative skills.
• High degree of initiative, dependability, and ability to work with minimal supervision.
• High level of personal integrity, as well as the ability to professionally handle confidential matters, and show an appropriate level of judgment and maturity.
• Ability to deliver quality results.
• Excellent writing and presentation skills
• Strong analytical and problem-solving skills.
• Language fluency in English is required (verbal and written).
• Excellent telephone manners, interpersonal skills.

DESIRABLE QUALIFICATIONS:
• ITIL Certification
• Knowledge of the following IT areas: Virtual Infrastructure, AD Services, MS SharePoint, MS SQL Server, Windows Server, Linux Server, Networking, MS Exchange, Service Now.

CONDITIONS OF SERVICE
• The duration of the consultancy is 6 to 11 months, extendable according to performance and availability of funds.
• Service Desk operators are required to work on a rotation basis, to cover the 24/7 operations, including nights and weekends based on an eight-hour shift during weekdays, and a 12-hour shift during weekends.
• The incumbent should be Palestine Refugees Female only in Lebanon.
• Remuneration for this consultancy will be around $1,500 - monthly salary subject to candidates’ qualifications and experience.

APPLICATION PROCESS
Applicants should submit a cover letter and CV or UN Personal History Form demonstrating clearly the knowledge and experience required to meet the consultancy requirements via consultancy@unrwa.org indicating the title of this consultancy “Service Desk Management Assistant” in the subject line and field/country of applicant of the message. The deadline for the submission of applications is 22 June 2021.

UNRWA encourages applications from qualified women. Only those applicants shortlisted for interview will be contacted. UNRWA is a non-smoking environment.

08 June 2021