



**UNITED NATIONS  
UNIVERSITY**

**Duty station: Dresden, Germany**

## **VACANCY ANNOUNCEMENT**

### **Student Assistant - Information and Communications Technology (ICT) (Consultant Contractor Contract - CTC) (Part-time up to 20 hours/week)**

**Organisational Unit** : United Nations University Institute for Integrated Management of Material Fluxes and of Resources (UNU-FLORES)

**Reference Number** : 2021/UNU/FLORES/PSA/CTC/SA/20

**Closing Date** : 9<sup>th</sup> May 2021

#### **About UN University**

For the past four decades, UNU has been a go-to think tank for impartial research on the pressing global problems of human survival, conflict prevention, development, and welfare. With more than 400 researchers in 13 countries, UNU's work spans the full breadth of the 17 Sustainable Development Goals, generating policy-relevant knowledge to effect positive global change. UNU maintains more than 200 collaborations with UN agencies and leading universities and research institutions across the globe.

#### **United Nations University for Integrated Management of Material Fluxes and of Resources (UNU-FLORES)**

UNU-FLORES develops strategies to resolve pressing issues in the sustainable use and integrated management of environmental resources such as water, soil, waste, energy, and other geo-resources that are of concern to the United Nations and its Member States – particularly in developing and emerging economies. Based in Dresden, Germany, the Institute engages in research, capacity development, postgraduate teaching, advanced training, and knowledge dissemination to advance the Resource Nexus. <https://flores.unu.edu/>

#### **United Nations University – Campus Computing Centre (C3)**

The Campus Computing Centre (C3) serves as the technology arm of the United Nations University, providing, responsive, user-focused and cost-effective information and communications technology (ICT) solutions that assist UNU and its institutes in successfully achieving their respective missions. In fulfilling this responsibility, C3 is committed to guiding the University's strategic technology direction and overseeing the coordination and support of ICT infrastructure, resources and services in alignment with the University's mission and goals.

## **Job Description**

C3 is providing ICT support services to UNU-FLORES. The Institute in Dresden invites candidates to apply for the student assistant position of ICT Helpdesk Technician for front line local support with software and hardware. Initial training and work shadowing will be provided to successful candidates. The role will ultimately be autonomous, with the potential ICT Helpdesk Technician being expected to logically prioritise and address issues under the candidate's responsibility. Parts of this role can be performed remotely; however, it is essential that the Student Assistant can attend the office as required.

## **Responsibilities**

Under the overall authority of the Director of UNU-FLORES and direct supervision of the Finance and Administrative Officer, the successful candidate will have a primary role in ICT helpdesk support at the institute UNU-FLORES in Dresden. Key responsibilities include:

- Work in close collaboration with C3, to support the ICT unit with general technical support;
- Assist in installing/reinstalling computers and laptops using the Microsoft Deployment Toolkit;
- Support the UNU-FLORES helpdesk to diagnose, debug, and resolve end-user technical problems via helpdesk ticket system, email, phone, or in-person;
- Configure on-site devices (software, drivers) and multi-function printers;
- Collaborate, support, advise and educate end-users and team members on the use of services, handling of sensitive data and resolving requests efficiently and effectively;
- Perform user inductions for newcomers;
- Review and update manuals and refining the ICT shared folder with the updated documents and software;
- Support the deployment of new systems in the Server room;
- Perform other duties as assigned by the supervisor and the Director.

## **Required Qualifications and Experience**

- Currently enrolled in a Master degree (or equivalent). Students in the final year of their Bachelor degree are also welcome to apply;
- Experience with computer hardware and software installation, configuration, and administration;
- Experience with Microsoft Office 365 applications;
- Understanding and basic experience with networking and IP phones would be an asset;
- Ability to automate system routine tasks using a scripting language is a plus (e.g., Powershell);
- Must be flexible and proactive with the ability to work independently, to establish priorities and to work within prescribed timelines;
- Strong problem-solving skills and attention to detail, along with a commitment to provide quality support to the Institute;
- Proficiency in both oral and written communications in English is mandatory;
- Ability to communicate clearly and efficiently;
- Excellent team player with strong interpersonal skills as demonstrated by the ability to work in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.

UNU is committed to diversity and inclusion within its workforce and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply and become part of the organisation.

UNU has a zero-tolerance policy on conduct that is incompatible with the aims and objectives of the United Nations and UNU, including sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination.

### **Duration of contract**

This position is being offered as a part-time (10 to maximum 20 hours per week) employment for an initial duration of 12 months.

The successful candidate will be employed under a CTC contract based in Dresden, Germany and will not hold international civil servant status nor be a “staff member” as defined in the United Nations Staff Rules and Regulations.

Please note that due to the ongoing situation with COVID-19 and the travel restrictions imposed by national authorities, the selected candidate may be required to start the appointment remotely until further notice.

### **Remuneration**

The remuneration for this assignment is 12.50 euro per hour.

UNU is not liable for any taxes that may be levied on the remuneration you receive under this contract. Payment of any such taxes remains the sole responsibility of the contractor.

UNU-FLORES is not responsible for any health insurance arrangements. The contract carries no entitlement to annual leave nor sick leave.

**Starting Date:** As soon as possible

### **Application Procedure**

Interested applicants should submit their application and all required documents listed below online through [Impactpool](#):

1. A curriculum vitae
2. Cover letter detailing how your qualifications and experience match the position's requirements and the specific contributions you can make to the UNU. Please include the vacancy announcement reference number: 2020/UNU/FLORES/PSA/CTC/SA/20
3. Digital copies of your degree certificate(s)/diploma(s)

Please note only shortlisted candidates will be contacted. As part of the recruitment process candidates may be asked to complete written tests and demonstrate language skills.

**The United Nations University does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training, visa, or other fees). UNU will never ask for an applicant's bank information as part of a recruitment process.**