



UN World Food Programme – Lebanon
JOB ADVERTISEMENT - 833340
VACANCY ANNOUNCEMENT NO. VA-10/2024

Post Title:	IT Operations Assistant
Contract type - Grade:	Special Service Agreement – SSA5
Duty Station:	Beirut Country Office
Contract Duration:	06 Months, (Renewable based on availability of funds, business needs and performance)
Date of issue - Closing Date:	10 June 2024 - 24 June 2024, 11:59 PM Rome time

WFP Lebanon encourages female candidates and people with disabilities to apply.

WFP celebrates and embraces diversity. It is committed to the principle of equal employment opportunity for all its employees and encourages qualified candidates to apply irrespective of race, colour, national origin, ethnic or social background, genetic information, gender, gender identity and/or expression, sexual orientation, religion or belief, HIV status or disability. **WFP does not charge a fee or request bank details at any stage of the recruitment process.**

WFP is dedicated to fostering diversity, equity, and inclusion. Our recruitment process is inclusively crafted to welcome candidates of all backgrounds, celebrating diversity and ensuring a respectful environment for all. We aim for an accessible and fair recruitment journey. Should you need any reasonable accommodations or have accessibility concerns, please reach out to us confidentially at lebanon.recruitment@wfp.org (and copying in global.inclusion@wfp.org). Our DEI team is here to ensure your full participation in our recruitment process.

Organizational Background:

Assisting more than 115.5 million people in 120 + countries each year, the World Food Program (WFP) is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies, and helping individuals and communities find life-changing solutions to the multiple challenges they face in building better futures.

In conflict situations, we bring relief to exhausted populations and use food assistance to build pathways to peace and stability – work for which WFP was awarded the Nobel Peace Prize in 2020.

WFP Lebanon provides humanitarian assistance to vulnerable people for food and other essential needs through cash-based transfers and in-kind food. WFP Lebanon also provides food assistance in the form of snacks and fresh food to school aged students and promotes resilient livelihoods and sustainable food systems.

In addition to direct assistance to the most food insecure and vulnerable people, WFP also supports government institutions, partners, and other entities to strengthen their capacity to deliver social assistance.

To know more about WFP's mission, please check the below video:

<https://www.facebook.com/WorldFoodProgramme/videos/10154930622760178/>

Job Purpose: Under the direct supervision of the IT Operations Officer, the incumbent will deliver high quality technical support, system and data maintenance across a range of areas, in order to contribute to the effective delivery of IT services. The duties include but not limited to; IT asset management; and procurement.

Key Responsibilities (not all-inclusive, nor exhaustive):

- Carry out system maintenance tasks, such as performing monitoring tasks, running system diagnostics, and system optimization, to ensure they are running effectively and enable easy and efficient use.
- Maintain technology, including standard repairs, configuration, and storage, in accordance with data security and access controls to ensure IT equipment required for WFP staff is available.
- Prepare files and systems for inventory and archives, such as website content and directories, to ensure information is accurate and up-to-date.
- Respond to a variety of queries about technology and systems in order to assist WFP staff to deliver their services.
- With support of senior colleagues, provide standard training to end users of technology and systems to ensure staff use standard technology and systems effectively.
- Perform routine deployments of server hardware and software, including testing and the identification of problems, to contribute to the effective functioning of technology.
- Install, operate and maintain telecommunications systems and equipment, to ensure optimal services in compliance with standard operations procedures.
- Support the development of standard material such as training documentation and web content on behalf of senior officers, to ensure staff have access to required information about IT services and products.
- Suggest improvements to methods and processes in order to support the continuous improvement of IT services.
- Follow set emergency response processes and procedures as required to provide support in enabling emergency food assistance needs to be met.
- Perform other related duties as required.

STANDARD MINIMUM ACADEMIC QUALIFICATIONS:

Education: Completion of secondary school education. Bachelor's Degree in Information Technology, Computer Engineering, Computer Science, or other related field is an advantage.

Experience: At least five (5) years of experience in the Information Technology field with one (1) year of experience directly linked to helpdesk support.

Language: Fluency in both oral and written communication in English and Arabic. Knowledge of French language is an added advantage.

Required Experiences for entry into the role:

- Experience in Network administration (Cisco, Virtualization etc..)
- experience in using Office 365 products and active directory services.
- Experience in managing cloud-based solutions & IT infrastructure components. (One-Drive, SharePoint, Azure, AWS etc..)
- Experience in managing service management tools. Are they the same?
- Experience in client management/support
- Knowledge in resolving complex technical issues

WFP Leadership Framework: Common Standards of Behaviour

- Leads by Example with Integrity
 - Upholds WFP values, principles, and standards
 - Respects others and values diversity
 - Stays focused and calm under pressure
 - Demonstrates humility and a willingness to learn
- Drives Results and Delivers on Commitments
 - Delivers results for maximum impact
 - Delegates appropriately
 - Adapts readily to change
- Fosters Inclusive and Collaborative
 - Is inclusive and collaborative
 - Gives timely and constructive feedback
 - Builds and shares new perspective
- Applies Strategic Thinking
 - Communicates and fulfils WFP's vision
 - Embraces curiosity and new ways of doing things
 - Analyses and evaluates data
 - Considers the impact of decisions
- Builds and Maintains Sustainable Partnerships
 - Collaborates to deliver common objectives

Terms and Conditions:

- WFP offers a **competitive benefits package** including salary, various types of leaves including maternity and paternity, medical and life insurances, provision of breastfeeding rooms for new parents, and various wellness platforms.
- WFP Lebanon offers flexible working hours schedule upon prior approval.
- Our **premises are accessible**, and we are committed to accommodate to any required reasonable accessible needs to remove barriers in the workplace.
- Only shortlisted applicants will be contacted.

Applications must be submitted online:

- Step 1: To apply to this position, click on the link existing at the end of this page.
- Step 2: You will be directed to WFP Official Website to view the vacancy details. Click on Apply to be directed to the application process
- Step 3: if you do not have an account, you will have to create your profile and submit your CV in the platform
- Step 4: Once your profile is completed, Click on "Apply" to submit your application

NOTE: You must complete Step 3 in order for your application to be considered for this vacancy

- Click the following link to apply for this position:

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=833340&company=C0000168410P>

WFP has zero tolerance for discrimination and does not discriminate on the basis of HIV/AIDS status.

No appointment under any kind of contract will be offered to members of the UN Advisory Committee on Administrative and Budgetary Questions (ACABQ), International Civil Service Commission (ICSC), FAO Finance Committee, WFP External Auditor, WFP Audit Committee, Joint Inspection Unit (JIU) and other similar bodies within the United Nations system with oversight responsibilities over WFP, both during their service and within three years of ceasing that service.