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## TERMS OF REFERENCE

### Consultancy: IT Help Desk Assistant

Consultancy reference number: CCD/24/C/27

#### **Background**

The functions of the secretariat of United Nations Convention to Combat Desertification (UNCCD) are to make arrangements for sessions of the Conference of the Parties (COP) and its subsidiary bodies established under the Convention and to provide them with services as required.

On 31 January 2024, the UNCCD and the Kingdom of Saudi Arabia signed to host country agreement to host the sixteenth session of the Conference of the Parties (COP 16) to the UNCCD, which will be held in Riyadh from 2 to 13 December 2024

The Information and Communication Technology (ICT) section within UNCCD plays a vital role in enabling the organization to achieve its mandate efficiently and effectively. Tasked with providing cutting-edge technological solutions, support, and infrastructure, the ICT section ensures seamless communication, data management, and collaboration among stakeholders, both within and outside the organization.

The purpose of this consultancy is to bolster the capabilities of the ICT team at UNCCD, specifically to provide assistance until the end of the year in preparation for an upcoming meeting in Riyadh, Saudi Arabia (COP16). The meeting holds significant importance in advancing the objectives of the organization, necessitating robust ICT support to ensure smooth operations and effective communication throughout the event. The selected ICT Helpdesk Assistant will play a crucial role in aiding the ICT team in meeting these objectives, contributing to the successful realization of UNCCD's mission in combating desertification and promoting sustainable land management practices globally.

#### **Objective of consultancy**

The seamless operation of the ICT helpdesk, online meetings, and audiovisual equipment during COP16, ensuring efficient technical support and facilitating smooth communication and collaboration among stakeholders, thereby contributing to the successful realization of UNCCD's objectives.

#### **Duties, Responsibilities and Deliverables**

Under the guidance and supervision of the Senior IT Associate, the assignments of the incumbent will include the following:

##### **Daily IT Helpdesk Support:**

- Provide first-level technical support to end-users within the organization.
- Respond promptly to IT helpdesk requests via various communication channels, including email, phone, and ticketing system.
- Troubleshoot and resolve hardware and software issues, including desktops, laptops, printers, and peripherals.
- Assist users with account setup, password resets, and access permissions as needed.
- Document and escalate complex issues to the appropriate IT personnel for resolution.

##### **Management and Support of Online Meetings:**

- Coordinate and schedule online meetings using designated conferencing platforms.



- Provide technical support to meeting participants, including troubleshooting connectivity issues and assisting with software configurations.
- Ensure smooth operation of audio and video conferencing equipment, including microphones, cameras, and speakers.
- Facilitate the sharing of documents, presentations, and other materials during online meetings.
- Address any technical issues or interruptions that may arise during meetings promptly and efficiently.

**Support for IT and Audio & Video Related Issues During COP16:**

- Assist in the setup and configuration of audiovisual equipment for meetings and presentations in Riyadh, Saudi Arabia.
- Provide on-site support for audio and video-related issues, including troubleshooting sound systems, projectors, and video displays.
- Collaborate with venue staff and external vendors to ensure the seamless operation of audiovisual equipment throughout the meeting.
- Conduct pre-event testing and troubleshooting to identify and resolve any potential issues before the meeting commences.
- Offer technical assistance and guidance to presenters and participants to optimize the quality and effectiveness of audiovisual presentations.

**Deliverables**

As outlined under the duties, responsibilities and deliverables section.

**Contractual terms**

The service of the selected individual will be required for a duration of 08 months starting on 01 May 2024 and till 31 December 2024. IT Consultant will be based and work in UNCCD office in Bonn, Germany. Travel to COP16 will be organized and paid separately. Payment for services rendered will be based solely on the actual working hours reported in the time sheet and paid monthly. No additional outputs beyond the provision of accurate time sheets will be required from the consultant. Only persons that have legal permission to work in Germany will be considered for this consultancy contract.

**Requirements**

- A recognized first-level university degree (bachelor's degree or equivalent) may be accepted in lieu of two years of required work experience.
- A minimum of five years (or two years in combination with a first-level university degree (bachelor's degree or equivalent)) of work experience in IT office support functions, preferably in a mid-size/large organization is required.
- Experience in helpdesk services, local area networks, Microsoft 365 apps such as SharePoint, One Drive is required.
- Work experience in delivering PC/laptop support Tier 1&2 services is required.
- Work experience in online meeting tools such as Zoom and Teams is required.
- Work experience within the United Nations system or similar international organizations is desirable.
- Fluency in English language (both oral and written) is required. A working knowledge of any of the UN Official languages in addition would be an asset.

**Special notice**

Only individuals who can act as independent, individual economical operators are qualified to apply. Individuals who can provide their services only on account of an institution or enterprise not in their individual capacity are not eligible under this procedure.

Individuals engaged under a consultancy or individual contract will not be considered "staff members" under the Staff Regulations and Rules of the United Nations Secretariat and will not be entitled to



benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultant and individual contractor is responsible for determining tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.

### **Submission of application**

The following documents should be sent to [staffing@unccd.int](mailto:staffing@unccd.int) as **one document**: UNCCD Personal History Form<sup>1</sup> /CV and cover letter, specifying the following in the email subject line: **CCD/24/C/27**.

The deadline for applications is **01 May 2024**. Only applications submitted by the deadline and with complete documentation will be taken into consideration.

Due to the volume of applications received, receipt of applications cannot be acknowledged individually. Please address your application as indicated above and please do not address or copy your application to an individual at the Secretariat. Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful.

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<sup>1</sup> UNCCD P-11 form in electronic fill-in .pdf OR .docx format available: <https://www.unccd.int/about-us/secretariat/vacancies/applying-unccd>