



TERMS OF REFERENCE

Consultancy: IT Help Desk Assistant

Consultancy reference number: CCD/25/C/01

Background

The secretariat of the United Nations Convention to Combat Desertification (UNCCD) supports the implementation of the Convention by organizing sessions of the Conference of the Parties (COP) and its subsidiary bodies and providing the necessary services to achieve its objectives.

The Information and Communication Technology (ICT) section within the UNCCD plays a critical role in enabling the organization to operate efficiently and effectively. By providing advanced technological solutions, infrastructure, and user support, the ICT section ensures seamless communication, secure data management, and smooth collaboration among stakeholders at the local, regional, and global levels.

This consultancy aims to enhance the capabilities of the ICT team by providing additional support to maintain and optimize the organization's ICT operations. The selected ICT Helpdesk Assistant will contribute to day-to-day ICT service delivery, ensuring uninterrupted access to essential tools and systems that enable the UNCCD to fulfil its mandate of combating desertification and promoting sustainable land management practices globally.

Objective of consultancy

The seamless operation of the ICT helpdesk, online meetings, 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.

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 about 11 months starting on 15 January and till 31 December 2025. IT Consultant will be based and work in UNCCD office in Bonn, Germany. 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.
- Previous secretarial experience in a United Nations organization would constitute a strong asset.
- 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 as **one document**: UNCCD Personal History Form¹ /CV and cover letter, specifying the following in the email subject line: **CCD/25/C/01**.

The deadline for applications is **13 January 2025**. 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.

Date of issuance: 06 January 2025

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