

Posting Title: Fixed Term Appointment
Information System Officer, Level NOA

Job Code Title: HUMANITARIAN AFFAIRS

Department/ Office: Office for the Coordination of Humanitarian Affairs

Duty Station: East Jerusalem

Posting Period: 19 June 2024 – 03 July 2024

Job Opening number: 2024-021

Duration: One Year with Possibility of Extension

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

Org. Setting and Reporting

OCHA is the part of the United Nations Secretariat responsible for bringing together humanitarian actors to ensure a coherent response to emergencies. OCHA's mission is to mobilize and coordinate effective and principled humanitarian action in partnership with national and international actors to alleviate human suffering in disasters and emergencies; advocate for the rights of people in need; promote preparedness and prevention; and facilitate sustainable solutions.

The Office for the Coordination of Humanitarian Affairs (OCHA) has responsibility for inter-agency coordination in complex emergencies and natural disasters. In the context of the deteriorating humanitarian situation in the occupied Palestinian territory, the OCHA Office has specific responsibility for (a) disseminating information and policies to the humanitarian community, authorities, and donors, as well as supporting resource mobilization efforts; (b) assisting in the

identification of humanitarian priorities and needs and the coordination of resource mobilization efforts; and (c) disseminating information on the impact of natural disasters, response there to and the need for international assistance.

The Information Systems Officer will be working closely with the Information Management, Research and Analysis, Protection, Advocacy, and Field Coordination Units. The Information Systems Officer will contribute to the development and improvement of information dissemination procedures and practices, ensuring that the UN OCHA oPt websites function efficiently and provide the best possible functionality and usability to OCHA clients and stakeholders. The Information Systems Officer will also contribute to strengthening and creating new relationships with partner agencies and NGO's. Finally, the Information Systems Officer will ensure that all procedures and processes under his (her) responsibility are properly documented.

Within delegated authority, the Information Systems Officer will be responsible for the following duties:

1. Development and Maintenance of OCHA's oPt Website and Cloud Infrastructure

- **Lead Design and Development:** Drive the strategic design, development, and enhancement of the local UN OCHA website using the Drupal 10 framework and advanced web technologies (HTML5, CSS, PHP, JavaScript, jQuery).
- **Oversee Custom Module Development:** Supervise the creation and integration of custom Drupal modules to meet specific organizational needs.
- **Manage Cloud Infrastructure:** Take charge of configuring and optimizing AWS cloud infrastructure, ensuring top performance, security, and continuous monitoring.
- **Implement Advanced Networking Solutions:** Implement and support sophisticated networking, databases, software, and server solutions within the cloud environment.

- **Enhance Web Functionality:** Lead the design of dynamic web pages, oversee the drafting, editing, and updating of web content, and provide expert design, database, and programming assistance.
- **Innovate Web Design:** Stay at the forefront of web design trends, creating cutting-edge graphic designs using advanced web authoring tools and graphics applications.
- **Drive SEO Strategies:** Develop and implement effective SEO strategies to maximize the visibility and impact of the UN OCHA website.
- **Ensure Compatibility and Performance:** Guarantee cross-browser compatibility and perform rigorous compatibility checks.
- **Develop Online Communication Tools:** Create and maintain sophisticated online communication tools (RSS feeds, email subscriptions, etc.) to enhance publication dissemination.
- **Implement User Feedback Systems:** Develop and maintain robust user feedback mechanisms to continuously improve website functionality.

2. Management of OCHA oPt Web Services

- **Resolve Complex Web Issues:** Address and resolve high-level inquiries and issues related to web page production processes with efficiency and expertise.
- **Integrate Content:** Research and incorporate new UN documents and humanitarian materials to enhance website content strategically.
- **Maintain Optimal Databases:** Ensure the accuracy and optimization of document databases for superior search engine access and user experience.
- **Troubleshoot and Resolve:** Lead the troubleshooting and resolution of website issues in collaboration with the IMU manager and Research and Advocacy Units.
- **Analyze and Report:** Conduct detailed analysis and reporting of monthly web page usage statistics to inform strategic decisions.
- **Ensure Comprehensive Accessibility:** Guarantee the website's accessibility, visibility, and availability across all platforms and settings.

3. Clusters Website Development and Management

- **Development and manage Cluster website:** Lead the development and strategic management of cluster websites (Humanitarian Response Portal, ReliefWeb) with tools to support coordination and information dissemination.
- **Upload and maintain content:** Oversee the upload of documents and materials provided by clusters, ensuring timely and accurate updates of contact lists and meeting calendars.
- **Extend website functionalities:** analyze clusters/sectors needs/requirements and strategically extend website functionalities to meet evolving needs.
- **Maintain data repository:** Ensure the maintenance of data repositories, standard operational datasets, and functional operational datasets.
- **Train and Promote Portal Usage:** Train Information Management focal points on portal usage and strategically promote portal adoption within the humanitarian community.

4. Advanced Database/Application development

- **Develop Interactive Mapping Applications:** collaborate with GIS experts to lead the development of interactive mapping applications for the UN OCHA website using advanced technologies
- **Create multimedia web applications:** Develop innovative multimedia web applications that combine text, graphics, animation, and sound for humanitarian advocacy.
- **Develop In-House Databases:** Lead the development and maintenance of in-house databases and systems to support internal office processes.

5. ICT Task Management

- **Draft and Implement Business Continuity Plans:** Lead the drafting and implementation of ICT business continuity plans during emergencies.

- **Ensure ICT Alignment with Strategic Goals:** Ensure that ICT services support the Information Management Unit and overall office strategic plans.
- **Manage ICT Systems:** Oversee the management and upgrade of the office fleet management system, security camera systems, and Video Conferencing (VTC) facilities.
- **Optimize Network and Server Infrastructure:** Configure and maintain LAN/WAN networks and server rooms for optimal performance and security.
- **Develop ICT Solutions:** Support the administration by developing strategic ICT solutions and maintaining the vacancy portal.

6. Other responsibilities

Provide Expert training: Deliver expert training to staff on remote posting and website management.

Assist in content selection: Oversee the selection of photos and revision of captions for website posting to ensure high-quality content.

Promote Information Management tools: Strategically promote the adoption of OCHA Information Management tools and techniques among OCHA oPt staff.

Apply Publishing and Record-Keeping Policies: Ensure the application of OCHA Internet Publishing Policies and Record-Keeping Policies.

Develop and Implement Dissemination Strategies: Lead the development and implementation of dissemination strategies for all information products (reports, data, maps) using various formats.

Ensure Compliance with Standards: Guarantee compliance with corporate information management and technology standards and guidelines.

Contribute to Administrative Processes: Lead the contribution to administrative business process mapping and the implementation of internal SOPs.

Perform Related Senior Tasks: Execute other related tasks as requested by the OCHA Head of Office and the Information Management Unit Manager.

Competencies:

PROFESSIONALISM: Knowledge of a range of humanitarian assistance, emergency relief, and related human rights issues, including approaches and techniques to address difficult problems. Solid understanding of Civil-Military Coordination issues. Knowledge and understanding of the UN Security Management System. Analytical capacity and in particular the ability to analyze and articulate the humanitarian dimension of issues that require a coordinated UN response. Ability to identify issues and judgment in applying technical expertise to resolve a wide range of problems. Ability to conduct research, including the ability to evaluate and integrate information from a variety of sources and assess the impact on the humanitarian rights situation in an assigned country/area. Ability to work under extreme pressure, on occasion in a highly stressful environment (e.g. civil strife, natural disasters, and human misery); ability to provide guidance to new/junior staff. Shows pride in work and achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines, and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

TEAMWORK: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team

accomplishments and accepts joint responsibility for team shortcomings.

- **PLANNING & ORGANIZING:** Develop clear goals that are consistent with agreed strategies; identify priority activities and assignments; adjust priorities as required. allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary, uses time efficiently.

Qualifications:

Education

An advanced university Degree or equivalent in Computer Science, Information Technology, Information Management, Management Information Systems (MIS) or related field would be desirable, but it is not a requirement.

Job Specific Qualifications

Work Experience

- (2) two years of progressively responsible experience in web development, maintenance, and design and development, with proven experience in Drupal 8/9/10, Drupal custom module development, MySQL, MS SQL server development and administration, HTML, CSS, Bootstrap, JavaScript, AJAX, JQuery and PHP is required.
- Experience maintaining AWS infrastructure (VPC, EC2, Security Groups, ECS, CodeDeploy, S3) is desired.
- A solid foundation of networking and Linux administration is desired.
- Hands-on experience in Azure DevOps/ Azure Database administration is desired.
- Knowledge and experience in data security required.

- Working experience in a development or humanitarian environment is preferable.

Language:

Fluency in English and Arabic (both oral and written) is required.

Assessment:

Special Notice: This is a fixed term position and is currently available for the duration of one year, with the possibility of extension subject to satisfactory performance and availability of fund. The contract will be administered by the United Nations Development Programme (UNDP) on behalf of OCHA. This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. This position is a National Officer position and will be based in East Jerusalem, oPt. Candidates of the National Officer category is required to be authorized to work in the country where this position is located. Appointment against this post is on a local basis. While this assignment may provide the successful applicant with an opportunity to gain new work experience, the selection for this position is for a limited period and has no bearing on the future incumbency of the post. Subject to the funding source of the position, the eligibility for this job opening may be limited to candidates based at the duty station. Staff members of the United Nations common system organizations who will reach the mandatory age of separation or retirement within the duration of the current temporary need period are not eligible to apply. Submitting an application or selection for the current temporary job opening does not delay or increase the mandatory age of separation. Retirees above the mandatory age of separation who wish to be considered for the current temporary job opening must indicate the reason for their last separation as "retirement." Such retirees shall not be employed by the Organization, unless (a) the operational requirements of the Organization cannot be met by staff members who are qualified and available to perform the required functions; and (b) the proposed employment would not adversely affect the career development or redeployment opportunities of other staff members and represents both a cost-effective and operationally sound solution to meet the needs

of the service. The United Nations Secretariat is committed to achieving a 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position. An impeccable record for integrity and professional ethical standards is essential.

United Nations Considerations

According to article 101, paragraph 3, of the Charter of the United Nations, the paramount consideration in the employment of the staff is the necessity of securing the highest standards of efficiency, competence, and integrity. Candidates will not be considered for employment with the United Nations if they have committed violations of international human rights law, violations of international humanitarian law, sexual exploitation, sexual abuse, or sexual harassment, or if there are reasonable grounds to believe that they have been involved in the commission of any of these acts. The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. The term "sexual harassment" means any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment, and when the gravity of the conduct warrants the termination of the perpetrator's working relationship. Candidates who have committed crimes other than minor traffic offences may not be considered for employment.

The evaluation of applicants will be conducted on the basis of the information submitted in the application according to the evaluation criteria of the job opening and the applicable internal legislations of the United Nations including the Charter of the United Nations, resolutions of the General Assembly, the Staff Regulations and Rules, administrative issuances and guidelines. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications to be considered for the current job opening. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted.

Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

Job openings advertised on the OCHA oPt's website will be removed at 11:59 p.m. (Jerusalem time) on the deadline date.

How to apply:

To start the application process, applicants are required to apply via OCHA oPt's vacancies website by registering their profile and completing OCHA Personal History Form (P11). Only applications received through <https://www.ochaopt.org/vacancies> which should include an up-to-date and complete P11 will be considered. Due to the large number of applications received for OCHA vacancies, only applicants short-listed for interview will be contacted.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, OR TRAINING). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON APPLICANTS' BANK ACCOUNTS

CLOSING DATE FOR APPLICATIONS: 03 July 2024

Applications received after this date will not be considered.

The United Nations places no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. The United Nations Secretariat is a non-smoking environment.