

Posting Title: Temporary Appointment  
Information System Assistant, GS-5

Job Code Title: HUMANITARIAN AFFAIRS

Department/ Office: Office for the Coordination of Humanitarian Affairs

Duty Station: Gaza

Posting Period: 12 September 2025 – 18 September 2025

Job Opening number: 2025-008

Duration: Until 31 December 2025

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

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**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 too and the need for international assistance.

This temporary job opening is being advertised for the position of Information System Assistant in Gaza, occupied Palestinian territory (oPt). Under the guidance of the Head of Gaza Sub-Office and the direct supervision of the Head of the Information Management Unit in Jerusalem, the Information Systems Assistant will be responsible for implementing information and

communication technology (ICT) activities and providing daily technical support to users of information management tools and technology infrastructure in the OCHA OPT Gaza sub-office. This includes support for systems (hardware and software), network infrastructure, and corporate productivity tools such as email and calendars. The role also encompasses operational, administrative, and procurement support while delivering information management (IM) assistance to the Gaza sub-office. The Information Systems Assistant will work closely with the Information Management team, supports The Administration Unit and the Gaza Field Coordination Unit teams to ensure smooth operations and effective collaboration. Additionally, the Information Systems Assistant strengthens and establishes relationships with partner agencies, government entities, and NGOs while ensuring that all procedures and processes under their responsibility are thoroughly documented.

Work implies frequent interaction with the following:

1. Staff at all levels within OCHA, NGO's and the humanitarian community as well as national counterparts and donors.
2. Representatives of other UN humanitarian agencies and other member organizations in the Inter-Agency Standing Committee, UN Mission, and Member State personnel.
3. Delegations, government officials, involved actors in the crisis, partners in universities and research institutes, etc.
4. Information Support Section (ISS) OCHA.

Under the direct supervision of the Head of Information Management Unit in Jerusalem, the Information Systems Assistant will be responsible for:

## **Responsibilities**

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

1. **Supports Implementation of ICT activities**
2. **Ensures effective functioning of hardware and software packages**
3. **Supports to networks and telecommunication**
4. **Supports administration with ICT services and programming**
5. **Supports Information management activities in Gaza Sub-Office**

1. **Supports the implementation of ICT management systems, focusing on achievement of the following results:**
  - Compliance with corporate information management and technology standards, guidelines, and procedures.
  - Provision of inputs to administrative business processes mapping and implementing internal standard operating procedures (SOPs).
  - Contributing to drafting ICT business continuity plans and their implementation during emergencies
  - Make sure ICT services support the Information Management Unit plan and the overall office plans and activities.
2. **Ensures effective functioning of hardware and software packages, focusing on the achievement of the following results:**
  - Respond to user inquiries via phone, email, or in-person support.
  - Troubleshoot and resolve technical issues related to: o Microsoft Office 365 applications: Word, Excel, PowerPoint, Outlook, Teams, OneDrive, etc.
  - Desktop operating systems (Windows, macOS)
  - Hardware components (printers, scanners, monitors, etc.)
  - Network connectivity (wired and wireless)
  - Mobile device management
  - Document technical issues and resolutions for future reference.
  - Assists in the installation of commercial and in-house developed software and related upgrades
  - Prepares hardware specifications as per the needs of a wide variety of users, as requested.
  - Liaises with vendors for maintenance, delivery of hardware and software, and other services.
  - Ensures the proper functioning of hardware for the OCHA Sub-office in Gaza
  - Assists in the management and upgrade of the ICT management system with new purchases and disposed of items
  - Maintains and prepares requests for the order of toner cartridges to ensure uninterrupted printing for all printers

- Assists in the management of Satellite Data Communication equipment (satellite phones and portable satellite internet devices)

**3. Supports networks administration, data management, and telecommunication focusing on achievement of the following results:**

- Assists in troubleshooting and monitoring the office network.
- Assists in management of the network in the Gaza sub-office.
- Responds to office needs and assessing requirements regarding network access.
- Assists in the management and upgrade of the telecommunication equipment
- Regularly inspects and carries out preventive maintenance on network hubs, switches, uninterruptible power supply units.
- Supports telecommunication, video conferencing, setting up cloud-based meetings (webex and Zoom), and remote ICT support.
- Supports outlook mailing system functions properly with close cooperation with HQ ICT department.
- Supports email system configuration on individual laptops and mobile devices.
- Supports cloud data management (SharePoint and OneDrive)
- Administers access shared drives remotely from the sub-office or home.
- Supports staff in backup and restoring their files and virus detection, removal, and prevention.
- Supports the Gaza Sub-office network of servers, computers, hardware, and Internet infrastructure.

**4. Supports administration and communication with ICT services and programming, focusing on achievement of the following results:**

- Updates the inventory of software and hardware through an ICT management system
- Maintains the office stock of supplies and spare parts in cooperation with the administration Unit.
- Supports the Administration Unit in configuring and managing the fleet management system in the OCHA Gaza sub-office
- Supports the Administration Unit in upgrading, maintaining, and managing the office surveillance system (CCTV, fire, and alarm systems) in Gaza OCHA sub-office
- Administers the OCHA Gaza sub-office mobiles and SIM cards.
- Provides efficient ICT support to key events

#### 5. **Facilitates Supports Information management activities in Gaza Sub-Office**

- Data Management: Design, develop, and manage databases, spreadsheets, and tools; consolidate information for analysis.
- Data Analysis: Evaluate datasets using statistical techniques; support assessments and humanitarian needs analysis.
- Advocacy Materials: Design posters, presentations, and other visuals, ensuring alignment with OCHA branding.

### **COMPETENCIES**

**PROFESSIONALISM:** 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. Able to perform analysis, modeling, and interpretation of data in support of decision-making. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects 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.

**Client Orientation:** • Considers all those to whom services are provided to be “clients” and seeks to see things from clients' point of view. • Establishes and maintains productive partnerships with clients by gaining their trust and respect. • Identifies clients' needs and matches them to appropriate solutions. • Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems. • Keeps a client informed of progress or setbacks in projects. • Meets timeline for delivery of product or services to client

### **Qualifications:**

#### **Education**

- Secondary education is required.
- Bachelor's degree: in Computer Science, Microsoft Certified Systems Engineer (MCSE), Information Technology, Information Management, Management Information Systems (MIS), or any related subject will be given consideration, but it is not a requirement.

## **Job Specific Qualifications**

### **Experience:**

- (5) Five years (with Secondary education) or 2 years (with a bachelor's degree) of relevant experience in information and communications technologies in the area of network administration, use of hardware/software, telecommunications facilities, database packages, or web design is required
- Working experience with the UN, international organizations, and/or a non-governmental organization is desirable.

### **Additional Experiences:**

- Knowledge and experience in Windows 10/server administration is desirable.
- Practical knowledge of standard software packages (Office365 – Access – Visio – Adobe) is desirable.
- Experience in data management is required.
- Knowledge and experience in data security is desirable.

### **Language:**

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

### **Assessment:**

Evaluation of qualified candidates may include an assessment exercise which may be followed by competency-based interview.

Special Notice: This position is funded through 31 December 2025 and may be subject to extension. Extension of the appointment is subject to extension of the mandate and/or the availability of the funds. Applications are pre-screened by the system according to the published requirements of the job opening based on the information provided in the application. Concerning the requirements of the job opening, applicants must provide complete and accurate information on their qualifications, including their education, work experience, and language skills. Each

applicant must bear in mind that submission of incomplete or inaccurate applications may render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted based on the information submitted. Applications cannot be amended following submission. Candidates under serious consideration for selection will be subject to a reference-checking process to verify the information provided in the application.

## **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. Applicants are urged to carefully follow all instructions available in the online recruitment platform. 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 legislation 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 according to the instructions provided on the online application platform 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 OCHA OPT 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 18 September 2025**

**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.