



Post Title: IT Assistant
Domain: TWAS Administration Unit
Post Number: 1ITSCPA037VC
Grade: GS-4
Organizational Unit: The World Academy of Sciences (TWAS)
Primary Location: Trieste, Italy
Recruitment open to: Internal and external candidates
Type of contract: Project Appointment (one year)
Deadline (midnight Trieste time): **21 September 2022**

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

The World Academy of Sciences (TWAS) aims at building scientific capacity in developing countries and also hosts the Secretariats of OWSD (Organization for Women in Science for the Developing World) and IAP (InterAcademy Partnership).

Under the overall supervision of the Associate Finance and Fundraising Officer, the incumbent will provide IT assistance to TWAS-IAP-OWSD to enable the smooth continuation of operations following the expansion of programmes as well as assistance in the organization of virtual events during and after the pandemic.

The incumbent will represent the Administration Unit and will perform the following duties:

IT support to TWAS-IAP-OWSD staff:

- Computer software assistance: installing software on new PCs, reset computers and install software again and ensure that data is properly backed up, assist staff in changing computers, to solve users' software technical issues, and to fully utilise other software and communication tools available.
- Setting up and providing support to virtual events, such as selecting the best platform for each event.
- Assisting staff and panellists prior to and during in-person/hybrid and virtual meetings: IT testing, allowing participants to join, troubleshooting of technical difficulties (video, audio settings, responding to specific IT queries), assistance with displaying PPTs presentations and documents, as required.
- Manage the recordings and the pre- and post-production processing of presentations.
- Upload presentations and videos on the TWAS-IAP-OWSD websites.
- Provide support to the speakers during events and manage the facilities in the meeting rooms.

Assist the TWAS Editorial/Publications Assistant as follows:

- Managing technical operation of the TWAS website and the TWAS Online Forms; and providing a first line of response in the event of website malfunctions.
- Supporting TWAS & OWSD staff needs related to the websites and the TWAS Online Forms.
- Providing support to TWAS-IAP-OWSD staff on requests for assistance with databases.
- Helping with other tasks related to the Public Information Office, like work on local and cloud archives and platforms (e.g. YouTube, Flickr) for digital audio-visual materials.

COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

- Accountability.
- Communication.
- Teamwork.
- Innovation.
- Results focus.
- Planning and organizing.
- Knowledge sharing and continuous improvement.

For detailed information please consult the [UNESCO Competency Framework](https://en.unesco.org/sites/default/files/competency_framework_e.pdf)
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REQUIRED QUALIFICATIONS

EDUCATION

- Completed secondary, technical and/or vocational education.

WORK EXPERIENCE

- Minimum three (3) years of relevant working experience in administrative/technical/IT support services.
- Experience in providing software assistance, supporting databases and website basic troubleshooting / maintenance activities.
- Experience in setting up and providing support to virtual events.
- IT experience with PC and video conference tools.
- IT experience with Mac will be a clear advantage.

SKILLS/COMPETENCIES

- Good knowledge of standard computer hardware and software applications.
- Good knowledge of standard virtual platform operations.
- Good knowledge of database applications with graphical user interface, preferably FileMaker, and some experience in relational database design.
- Knowledge of html and Content Management Systems.
- Good knowledge of Windows 10 and Microsoft Office and Document collaboration systems, preferably Drupal.

LANGUAGES

- Good working knowledge of English.

DESIRABLE QUALIFICATIONS

WORK EXPERIENCE

- One year of experience in an international environment.

LANGUAGES

- Knowledge of Italian.
- Knowledge of another official UNESCO language (Arabic, Chinese, French, Russian, Spanish)

ADDITIONAL INFORMATION

Only candidates who are entitled to work in the E.U. may apply to this position. Please note that for this position UNESCO will not reimburse expenses such as travel in connection with interviews, tests and relocation.

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

For more information in benefits and entitlements, please consult [ICSC website](#) and [UNESCO's career website](#).

MORE INFORMATION

Candidates must use the UNESCO's online application system which is accessible through the following links:

For current UNESCO fixed-term staff members: UNESCO Intranet > Tools > HR Apps > [Careers](#). If you are working remotely, you should connect to Careers portal through connect.unesco.org

For all other candidates: <https://careers.unesco.org>

For information: Personnel Office, Abdus Salam International Centre for Theoretical Physics, Strada Costiera, 11, 34151 Trieste, Italy. E-mail: personnel_office@ictp.it, phone: +39-040-2240-595/596/695

AN ASSESSMENT EXERCISE MAY BE USED IN THE EVALUATION OF CANDIDATES.