Please note that effective 1 March 2019 we only accept applications submitted through the MSRP portal. All the internally/externally advertised job openings in the UNHCR Global Service Centre are available on the following website: Job openings

VACANCY NOTICE

JO#38458 - Fleet Systems Support Associate (Temporary appointment)

Eligible Applicants
This Job Opening is available to eligible UNHCR staff members and external applicants.
Candidates must be legally present in Hungary at the time of application, recruitment and hire.

Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against Covid-19.

Procedures and Eligibility
Interested applicants should consult the Administrative Instruction on Recruitment and Assignment of Locally Recruited Staff (RALS).

Temporary appointment for the period of 1 year.

Duties and Qualifications
Organizational Setting and Work Relationships

UN Fleet celebrates and embraces diversity. It is committed to the principle of equal employment opportunity for all its employees and encourages qualified candidates to apply irrespective of race, colour, national origin, ethnic or social background, genetic information, gender, gender identity and/or expression, sexual orientation, religion or belief, HIV status, physical or mental disability.
UNHCR and WFP are leading a UN Reform initiative by joining expertise to provide vehicle fleet management services, including vehicle leasing to other UN agencies. To provide these services, a new unit is being set up known as UN FLEET. UN FLEET represents a partnership initiative between WFP & UNHCR to offer leased vehicles and professional fleet management services to the wider UN System. The vision is to provide effective, safe, efficient, and environmentally sustainable fleet solutions to the UN System while achieving significant and sustainable cost savings.
The primary responsibility of the Associate position is to provide technical support to users of the UN Fleet technology solutions, such as the Fleet Management System (FMS), Vehicle Tracking System (VTS), etc.
This position will be contractually managed by UNHCR.
The role will require remote working collaboration with team members and stakeholders across multiple locations including Dubai, Rome, Budapest and Geneva, as well as with users of the Client Agencies (CAs), who require access to the Fleet Systems to perform various managerial tasks.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR¿s core values of professionalism, integrity and respect for diversity.

Duties

This position will be contractually managed by UNHCR and will report directly to the position of Head of the UNHCR Fleet Technology Unit but will be responsible for providing dedicated support to UN Fleet operations. The UN Fleet Systems Associate will have responsibilities as outlined below:

1. Vehicle Tracking System (VTS)

Work in close coordination with the UNHCR and WFP UN Fleet technical teams to ensure adherence to the established policies and approaches.

Manage stock levels at the Vehicle Preparation Centres, including acquisition of tracking hardware and accessories; manage work orders to installers based on the CA requests for specific tracking hardware to be fitted.

By liaising with the respective service providers, ensure that the newly installed tracking devices are allocated to the correct Client/Country account on the respective tracking platform(s).

Perform delayed activation of VTS subscriptions to ensure that vehicles arrive to the country operation with transmitting tracking devices.

Liaise with the Vehicle Preparation Centres, to ensure that VTS installations are duly validated in line with the service provider¿s protocol. Once validated, the concerned CAs would take full ownership of keeping the tracking service alive by liaising directly with their provider of tracking services.

As part of the extended service, assist CAs with planning of in-country installations in cases when tracking hardware cannot be fitted in the Vehicle Preparation Centres and in-country installations are required. The aim here would be to enable the respective CAs to arrange VTS installation for locally procured vehicles that are included to the UN Fleet leasing scheme. The support would also include remote validation of the locally fitted tracking devices.

Continuously educate oneself with multiple aspects of the VTS and fleet management, system developments and support approaches to be able to provide the professional level of user and managerial support to both the UN Fleet Management and the CAs.

Perform other duties relevant for the functions associated with this position.

2. Fleet Management System (FMS)

Work in close coordination with the UNHCR and WFP UN Fleet technical teams to ensure adherence to the established policies and approaches.

Maintain FMS records for UN Fleet. Since the fleet custodian information flows from ERP to FMS and periodic adjustments are required in the Asset module of ERP, the Fleet Systems Support Associate will require access to ERP as well to perform relevant tasks.

Onboard new FMS users of various CAs by sending welcome e-mail with supporting documents, configure the CA user environment and provide the CA users with login credentials.

Maintain the CA user environment and ensure timely deactivation of expired accounts following to requests from the respective CAs.

Familiarise oneself with the existing instructional FMS materials, participate in maintenance and revisions of the FMS-related training materials. Stay abreast with latest FMS developments.

Generate periodic and ad-hoc reports on CA performance for the UN Fleet Management.

Provide CA users with technical support (Helpdesk function) to ensure that the standard FMS environment is available to CAs and fully functional.

Likewise, as part of the extended service, CAs may be provided with some level of analytical support such as generating statistical reports, customizing dashboards, setting-up specific alerts for CAs, etc.

Continuously educate oneself with multiple aspects of the FMS management, development, and support to be able to provide the professional level of user and managerial support to both the UN Fleet Management and the CAs.

Perform other duty relevant for the functions associated with this position.

Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For G6 - 3 years relevant experience with High School Diploma; or 2 years relevant work experience with Bachelor or equivalent or higher.
NOTE: A completed and relevant minimum first level university degree (equivalent to BA or higher) shall count in full (100%) towards the required years of work experience. Priority will be given to eligible applicants meeting the full requirements.
Salary range: NET 508,652 HUF- NET 596,302 HUF

Field(s) of Education

Not applicable.

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

Business Administration; International Relations; Information Technology;

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential
Work experience with IT systems and in business analysis. Prior experience with ERP. Experience in finding technical solutions and efficiencies for business process challenges. Involvement in change management initiatives in an international or multinational environment. Proven ability to deal with multiple tasks in a courteous and service-oriented manner in demanding working conditions that often have short deadlines.

Desirable
BA/BS degree in technical domains, preferably from an IT-related university programme. Ability to learn functionality of IT solutions in a structured and accelerated way to deliver professional level of IT support to technical and non-technical users shortly after commencing the duties..
Good communication and inter-personal skills. Proven experience in planning, organizing and delivering training sessions. Interest and ability to work effectively individually and in teams, as well as under challenging timelines; skills in identifying and managing priorities.
Project Management certification and/or experience will be an advantage. Fluency (level C) in English language. Knowledge of a second official UN language: Arabic, Chinese, French, Russian, Spanish, and/or WFP¿s working language, Portuguese, will be an advantage

Functional Skills

IT-Computer Literacy;
MS-Drafting, Documentation, Data Presentation;
MS-Provide support, advice, and guidance in the relevant field;
MS-Producing Reports;
MG-Project Management;
IT-Business Analysis (BA);
MG-Business Process Re-engineering (BPR);
MG-Change Management (Tools/Design/Administration);
UN-UN/UNHCR Human Resources Rules, Regulations, Policies and Procedures;
TR-Training/Coaching/Facilitation;

(Functional Skills marked with an asterisk* are essential)

Language Requirements

For International Professional and Field Service jobs: Knowledge of English and UN working language of the duty station if not English.
For National Professional jobs: Knowledge of English and UN working language of the duty station if not English and local language.
For General Service jobs: Knowledge of English and/or UN working language of the duty station if not English.

All UN FLEET workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.
As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant resources when these issues arise.

Position Competencies
Core Competencies
Accountability
Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies
Not specified.

Cross-Functional Competencies
Analytical Thinking
Innovation and Creativity
Technological Awareness

Language Requirements
Please also note that English is essential for this Job Opening.

Closing Date
The closing date is 22/07/2022

Benefits
Pension system: Staff members holding granted a minimum of 6 months fixed-term/temporary appointment will become participants in the United Nations Joint Staff Pension Fund (UNJSPF).
Health insurance plan: locally recruited staff members in Budapest will be enrolled in the Medical Insurance Plan (MIP). The coverage is also optionally available for eligible family members.

Shortlisted candidates may be required to sit for a test. Only shortlisted candidates will be notified. No late applications will be accepted. UNHCR is committed to diversity and welcomes applications from qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, colour or ethnic and national origins, religion or belief, or sexual orientation. UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).

Additional Information
In case you face technical issues with MSRP system, please clean cache, cookies in your browser and try again. In addition you could try to use incognito mode during the application process or use another browser. If none of the above solved the issue, please contact us hqbscapc@unhcr.org

Application can be submitted here:

https://public.msrp.unhcr.org/psp/RAHRPRDX/EMPLOYEE/HR/c/HRS_HRAM.HRS_APP_SCHJOB.GBL?Page=HRS_APP_JBPST&Action=U&FOCUS=Applicant&SiteId=2&JobOpeningId=38458&PostingSeq=1