



TERMS OF REFERENCE
NATIONAL UN VOLUNTEER IT SPECIALIST

(This post is for Vietnamese applicants only)

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| Project: | Strengthening Capacity of Volunteerism for Development in Viet Nam project (VDVN) |
| Duration: | 2 Years (possibility for extension based on performance and fund availability) |
| Working Hours: | Full-time – 8 hours/day |
| Host agency: | The Central Committee of Ho Chi Minh Communist Youth Union |
| Duty Station: | Ha Noi, Viet Nam |
| Supervision: | Project Manager |
| Expected starting date: | 1 July 2009 |

UNV PREAMBLE

This post is a United Nations Volunteers Programme Assignment and based on the values of voluntary commitment, and engagement, which are the foundations of volunteerism.

The United Nations Volunteers is the UN Organization that supports sustainable human development globally through the promotion of volunteerism and through the mobilization of volunteers. It serves the causes of peace and development by enhancing opportunities for people's participation. It is universal, inclusive and embraces volunteer actions in all its diversity.

Volunteerism is diverse and is embedded in all cultures. Voluntary action in its various forms brings benefits to others as well as to the individual volunteer. It makes important economic and social contributions, and it contributes to creating social capital and cohesion by helping to build trust and reciprocity among people.

In this context, as a United Nations Volunteer you are encouraged and expected to try to identify and stimulate local expressions of volunteerism. You are expected to regard your national colleagues as peers and together uphold the trust placed in you as volunteers by the communities and the organization you are assigned to.

BACKGROUND

Viet Nam is in a process of rapid social and economic change. It is foreseen that it will become a middle income country before the year 2010. However, challenges to an equitable and just development still remain. The gap between the very rich and the very poor is increasing, especially between rural and urban populations. To counteract this, the Vietnamese Government has stressed the importance of an inclusive agenda in its Social Economic Development plan, SEDP.

Millennium Development Goal 1 has the eradication of extreme poverty as its main objective. This project aims to address this issue through the establishment of a coherent and efficient mechanism for volunteer contributions to Viet Nam's Millennium Development Agenda.

The project aims to support the establishment of the Viet Nam Volunteer Information Resource Centre (VVIRC) as a national volunteering infrastructure under the Ho Chi Minh Communist Youth Union (HCYU), which is the largest national volunteering organisation in Viet Nam. VVIRC will coordinate volunteering



opportunities, increase capacity in volunteer management and contribute to the development of a legal framework for volunteerism. It will thus create an enabling environment for the voluntary participation of a broad spectrum of people and organisations to contribute to an equitable and inclusive social and economic development of the country. VVIRC will provide valuable contribution to the achievement of the MDGs in general and to poverty reduction, especially for youth and other vulnerable groups in the rural areas, and gender equality, in particular.

Through this project, UNV as the designated UN programme for the promotion of volunteerism will be fulfilling its mandated role. UNV programme has collaborated successfully with HCYU in the past in the SVF funded Cultural Heritage Preservation project during the years 2004-2006.

DUTIES AND RESPONSIBILITIES

The National UN Volunteer IT Specialist will be working very closely with the Communications Team, under the overall supervision of the National Project Manager and the direct supervision of the International Volunteer Communication Advisor. He/She will be mostly responsible for providing technical support to all the project activities which relate to the VVIRC website and database development and management, as well as to the daily IT operations in consultation with the International volunteer – Communication Advisor:

Among other things, that will include the following specific tasks:

- Design, implement and maintain the user friendly VVIRC web site. Improve the online and offline presence of the project activities and resources created by the project (incl. Database user interface, online publication database, web portal, off-line sharing of the information collected through the database and development of related web sites)
- Review the database and proactively identify ways to further improve the connectivity, user interface, and overall functions of the system. Cooperate efficiently with service providers in the area of software development and secure Internet connection and monitor the service delivery (quality and quantity) in a systematic way. Review and monitor the implementation of new applications, softwares, and IT related tools.
- Cooperate with the end users of the web site and database system in order to review the functions of the database on their PCs (incl. connectivity related issues, firewalls, Internet and PC configurations). Identify potential sources of problems that can affect the functions of the system. Proactively work to prevent further problems.
- Investigate how the project personnel and Youth Union staff can use IT tools more efficiently in their work. Train the team members on new IT applications when required.
- Create specific automatic reports which respond to stakeholders needs using the database tables.
- Reviewing options to merge data from other Management Information Systems. Asses the different options to synchronize the systems, transfer data between them. Oversee the implementation of pilot programs in information management and database areas.
- Develop skills sharing process to transfer ownership of the Website and Database over new support identified at the end of the contract.
- Liaise with UNV on-line IT volunteers to support the development of the VVIRC website and other IT project related initiatives.
- Support the Project Manager and Communication Advisor to liaise with VIETTEL (project partner and donor for IT components of project)
- Other tasks as required by the Communication Advisor.



UN volunteers are expected to promote volunteerism and engage in volunteering activities. As such UN volunteers are encouraged to:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and other publications and taking active part in UNV activities
- Get acquainted with traditional and/or local forms of volunteerism in the host community
- Reflect on and integrate into their work plan activities that will be undertaken as part of their assignment in order to promote volunteerism for development (V4D).

ESSENTIAL REQUIREMENTS AND EXPERIENCE

- Academic or working background in Information Technology, web site development, database management and Management Information Systems
- Excellent skills in web development and open source operating systems, including open source software and databases (such as PHP and MySQL). Excellent and proven ability to manage databases and create innovative solutions in database management.
- Full proficiency in both spoken and written English; a working level of Vietnamese language. Ability to read and write technical documents related to the field will be crucial to the success of the project.
- The candidate should be able to demonstrate prior experience of working in an organized and proactive manner. He/She should obtain the ability to prioritize and perform demanding tasks against tight dead lines.
- Patience and experience in working with people with limited computer knowledge and international staff is required.
- Documented proof of Vietnamese nationality.

HIGHLY DESIRED QUALIFICATIONS AND EXPERIENCE

- Graduate of a recognized university or training institution;
- Working experience in a relevant area;
- Proven Interest In Development related Issues
- Knowledge and implementation of IT systems are preferable.
- Experience from working with donor community is an advantage
- Commitment to volunteerism and experience as a volunteer.

CONDITIONS OF SERVICE

National UN Volunteer Specialists in Viet Nam receive a volunteer living allowance (VLA), which is intended to cover their accommodation and basic living expenses. In Viet Nam the VLA is VND 6,900,000 per month. They also receive a resettlement allowance on successful completion. Full medical and life insurance is provided, and they are entitled to 2.5 days of leave per month.

APPLICATION PROCEDURES

Interested national candidates should include a detailed curriculum vitae (CV) and an application letter (both in English) marked: “**Application for the post of NUNV IT Specialist – VVIRC Project**” to the address below or via email to unv@undp.org.vn (preferable)



UNV Office
United Nations Development Programme (UNDP)
25-29 Phan Boi Chau Street
Ha Noi

Short-listed candidates will be required to take a written examination and will be interviewed.

Deadline: 12 April 2009

Acknowledgement will be sent to short-listed applicants only.