UNITED NATIONS CHILDREN'S FUND

JOB PROFILE

I. Post Information

Job Title: Technical Associate (Warehouse Automation and Material Handling Equipment (MHE) Servicing) **Supervisor Title/Level:** Senior Technical Associate, WIMC. Post # 102944 **Organizational Unit:** Warehouse and Inventory Management Centre (WIMC), Supply Division **Post Location:** Copenhagen, Denmark	**Job Level:** GS-6 **Job Profile No.:** 138794 **Job Classification Level:** GS-6

II. Strategic office context and purpose for the job

Strategic office context

UNICEF Supply Division operates a major humanitarian supply hub supporting the procurement, storage and distribution of essential supplies to children and families worldwide. The Copenhagen warehouse uses automated material handling equipment (MHE), warehouse management systems, conveyors, automated storage and retrieval systems (ASRS), packaging equipment, and associated electrical and control systems. High system availability is essential to maintaining safe and uninterrupted warehouse operations.

To strengthen in-house technical capability, support business continuity and improve knowledge retention, the Technical Associate supports daily maintenance, troubleshooting and continuous improvement in an automated warehouse environment, working alongside UNICEF colleagues and external service providers, including SSI Schaefer and Dematic where applicable.

Purpose for the job

The Technician Associate provides hands-on technical support for automated warehouse equipment and related infrastructure to help ensure the safe, reliable and efficient operation of material handling systems and associated equipment. The position reports to the Senior Technical Associate, WIMC, and collaborates with Warehouse Operations, technical colleagues, Engineering and Quality functions, and external maintenance and automation service providers.

Contributes to maintaining compliance with applicable international and regulatory standards in supply chain operations, especially for regulated products such medicines. Adherence to mandatory training requirements and internal procedures to maintain product safety and quality throughout the supply chain.

III. Key functions, accountabilities and related duties/tasks:

1. Maintenance and equipment reliability

- Perform planned preventive maintenance on warehouse automation and material handling equipment.
- Carry out corrective maintenance, adjustments and repairs within the incumbent's level of authorization and competence.
- Inspect material handling equipment and associated equipment.
- Identify root causes of recurring equipment failures and support sustainable corrective actions.
- Document completed maintenance activities in accordance with applicable UNICEF procedures and systems.

2. Troubleshooting and incident response

- Provide first-line support for mechanical, electrical and equipment-control faults.
- Respond promptly to breakdowns and operational incidents, with due regard to safety and operational priorities.
- Interpret equipment alarms and diagnostics at PLC/HMI user level.
- Escalate complex or safety critical issues to the appropriate UNICEF technical focal point or specialist service provider.
- Support recovery, testing and validation following failures or repairs before equipment is returned to operation.

3. Operational support

- Support warehouse operations during critical activities and periods of increased workload.
- Monitor equipment condition and performance and flag emerging risks before they affect operations.
- Participate in operational reviews, technical meetings and handovers.
- Support spare-parts and wearparts control, including identification, documentation and stock monitoring.

4. Contractor and vendor coordination

- Work constructively with resident technicians, contractors and equipment suppliers.
- Support coordination and follow-up of external maintenance interventions.
- Assist in verifying that contracted work has been completed, tested and documented.
- Ensure outstanding defects, recommendations and follow-up actions are recorded and escalated.

5. Documentation, safety and compliance

- Maintain accurate maintenance logs, fault records, service reports and related technical documentation.
- Work in accordance with applicable safety requirements, permits, lockout/tagout arrangements and local procedures.
- Support relevant GDP/GSDP principles and UNICEF quality requirements where maintenance may affect stored products or controlled warehouse conditions.
- Participate in audits, inspections, qualifications and technical assessments as required.
- Contribute to technical work instructions, checklists and maintenance procedures.

6. Continuous improvement and knowledge transfer

- Identify failure trends and propose practical improvements to system availability, maintainability and workplace safety.
- Support testing of equipment modifications, software changes and automation enhancements.
- Share technical knowledge through structured handovers and on-the-job guidance.
- Contribute to technical readiness and knowledge transfer relevant to Campus 4 and future warehouse automation solutions.

IV. Impact of Results

Effective performance by the Technical Associate supports reliable and safe operation of warehouse systems and automated material handling equipment, timely resolution and escalation of incidents, controlled implementation of system changes, and accurate, traceable technical documentation. This contributes to operational continuity, high equipment availability, compliant warehouse operations, and readiness for Campus 4. Structured troubleshooting, verified recovery, knowledge transfer and effective vendor coordination reduce recurring disruption and strengthen UNICEF's capacity to store and distribute essential supplies efficiently.

V. Capabilities Required

- Ability to work safely and effectively in an operational automated warehouse and technical areas.
- Ability to carry out structured fault diagnosis, preventive maintenance and repair of automated or electro-mechanical equipment.
- Ability to interpret equipment alarms and diagnostics and interact with PLC systems at HMI/operator level.
- Ability to maintain accurate, complete and traceable technical records using a CMMS or equivalent tracking system.
- Ability to respond with urgency, prioritize operational risks and escalate complex or safety-critical issues appropriately.
- Ability to cooperate with UNICEF colleagues, resident technicians, contractors and equipment suppliers and to communicate technical topics clearly.
- Ability to work flexibly outside normal working hours when operationally required, subject to applicable UNICEF arrangements.

V. Competencies and level of proficiency required

Core Values attributes • Care • Respect • Integrity • Trust • Accountability • Sustainability **Core competencies skills (No Supervisory Role)** • Builds and maintains partnerships • Demonstrates self-awareness and ethical awareness • Drive to achieve results for impact • Innovates and embraces change • Thinks and acts strategically • Manages ambiguity and complexity • Works collaboratively with others	**Functional / technical skills** • Mechanical and electrical fault recovery and maintenance of automated or electro-mechanical equipment. • Preventive maintenance of material handling equipment. • PLC interaction at HMI/operator level, including alarm interpretation and equipment diagnostics. • Technical documentation of maintenance activities, faults, incidents, spare parts and wear parts using a CMMS or equivalent system. • Root-cause analysis support and prevention of recurring equipment failures. • Safe working practices, including permits and lockout/tagout arrangements. • Knowledge transfer and clear communication of technical information.

VI. Recruitment Qualifications

Education:	Completion of secondary education supplemented by a recognized vocational or technical qualification in mechanical engineering, electrical engineering, industrial maintenance, automation technology, mechatronics, or another relevant technical discipline. Additional certification in industrial maintenance, electrical safety or automation is an asset.
Experience:	• At least 6 years of relevant hands-on experience in industrial maintenance, automated logistics, manufacturing or a comparable technical environment. • Demonstrated experience with fault diagnosis, preventive maintenance and repair of automated or electro-mechanical equipment. • Documented hands-on experience from an automated warehouse, logistics or industrial site of comparable complexity. • Experience with conveyor systems, automated warehouse equipment or high-bay storage systems is highly desirable. • Experience coordinating with external service providers or maintenance contractors is an asset. • Experience in pharmaceutical, humanitarian, logistics, manufacturing, airport or distribution-centre operations is an advantage.
Language Requirements:	Fluency in English is required. Knowledge of another official UN language (Arabic, Chinese, French, Russian or Spanish) is an asset.