



VACANCY ANNOUNCEMENT
INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME
Infrastructure and Support Services Sub-programme

VACANCY ANNOUNCEMENT NO:	VA 12/071/ITS
PUBLICATION/TRANSMISSION DATE:	7 September 2012
DEADLINE FOR APPLICATION	6 October 2012
TITLE AND GRADE:	Information Technology Assistant, G-5
POST NUMBER:	FCA-2945-G5-001
INDICATIVE NET ANNUAL SALARY:	Euro 35,195 plus UN benefits and pension fund
DURATION OF APPOINTMENT:	One and a half years, with possibility of extension
DUTY STATION:	Bonn, Germany
EXPECTED DATE FOR ENTRY ON DUTY	As soon as possible

Background

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The Convention secretariat is supporting the Convention and its Kyoto Protocol by a range of activities, including substantive and organizational support to meetings of the Parties.

The Information Technology Services programme is a central service provider for information and communication technology infrastructure and user support services, as well as for information systems development, maintenance and application support within the UNFCCC.

Responsibilities

Under the general supervision of the Manager, Infrastructure and Support Services sub-programme and the direct supervision of the User Support Team Leader, the incumbent is a member of the team responsible for functions and duties that support the smooth running of the service desk services within the secretariat. The incumbent responds to staff queries, solves incidents, and refers more complex matters to more specialized staff and carries out necessary training where required.

1. Provides service desk service, including the receipt and processing of user requests; logging and responding to user questions and requests for hardware, software and data-communications related issues; escalating problems that cannot be solved to more specialized computer staff; and responding to users in a timely manner.
2. Installs and maintains systems hardware, peripherals, including communication components, and software according to specifications including for the support of meetings, workshops and conferences.
3. Provides support to other more specialized ITS staff to maintain certain software or services; work with ICT staff on the definition and specification of requirements for new applications or enhancements; provide basic support in the planning, specification, implementation and maintenance of customized software systems; and assist in testing and evaluating new products and technologies.
4. Provides IT training and coaching to users and assist in the preparation of technical and user documentation and the production of training materials.
5. Performs other related duties as required.

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Requirements

- Graduation from a secondary school or equivalent, and subsequent training in computer systems. Additional certificates obtained in computer related areas would be an asset.
- At least five (5) years of directly relevant experience including at least two (2) years of computer support with MS Office applications. Experience with network and systems administration is highly desirable.
- Demonstrated proficiency in the use of networked PCs, operating systems, Lotus Notes and communications. Good knowledge of computer user support and troubleshooting methods.
- Knowledge of ITIL Incident Management process and/or experience with Microsoft SharePoint desirable.
- Fluency in spoken and written English is required. Knowledge of another UN working language and/or German is an asset.

Evaluation criteria

Professionalism: Very good understanding of the function of computer hardware, software and general operations and basic networking.

Communication: Very good communication skills (spoken and written) including ability to discuss and communicate concepts and terminologies in simple language to users.

Planning and Organizing: Very good organizational skills and the ability to respond/execute within project timelines, as well as ability to be flexible and prioritise workload.

Client (Service) Oriented: Proven service-oriented approach to tasks and the ability to keep clients informed of progress and setbacks encountered of the services provided.

Teamwork: Good interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural environment.

Technological Awareness: Fully proficient computer skills related to PCs operating systems and relevant software applications, as well as awareness of latest developments in computer and telecommunications technology. Additional knowledge in using Internet development tools such as Macromedia products an advantage.

Commitment to continuous learning: Proactive and mature attitude towards self-development

To apply

Candidates whose qualifications and experience match the requirements for this position, please only use the on-line application system available at <http://unfccc.int/secretariat/employment/recruitment> by clicking on the “apply” link next to the vacancy announcement.

Please note:

1. **This post is for local recruitment only. All travel, interview and relocation costs incurred to take up an appointment at the duty station in Bonn are at the expense of the applicant.**
2. **We will confirm receipt of your application. However, only candidates under serious consideration and contacted for an interview will receive notice of the final outcome of the selection process.**