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**VACANCY ANNOUNCEMENT**  
**INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME**

<b>VACANCY ANNOUNCEMENT NO:</b>	<b>VA 13/077/ITS</b>
<b>PUBLICATION/TRANSMISSION DATE:</b>	<b>4 November 2013</b>
<b>DEADLINE FOR APPLICATION</b>	<b>3 December 2013</b>
<b>TITLE AND GRADE:</b>	<b>Information Systems Assistant, G-5</b>
<b>POST NUMBER:</b>	<b>FQA-2945-G5-001</b>
<b>DURATION OF APPOINTMENT:</b>	<b>One and a half years, with possibility of extension</b>
<b>DUTY STATION:</b>	<b>Bonn, Germany</b>
<b>EXPECTED DATE FOR ENTRY ON DUTY</b>	<b>As soon as possible</b>

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**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**

This post is located in the Service Desk Team, Information Technology Services programme. The Service Desk team is the single point of contact for all secretariat IT requests and incidents, and owns and supports the Incident Management process, which consists of the complete incident lifecycle, from creation to resolution.

Under the general supervision of the Manager, IT Management and Monitoring (IMM) and the direct supervision of the User Support Team Leader, the incumbent will perform desktop support activities for the users, both in headquarters and in conference, and contribute to the on-going service provided by the Team, while observing the internationally-accepted IT industry best practices, and the Information Technology Infrastructure Library (ITIL).

Desktop support activities:

1. Installs and maintains end-user workstations, peripherals and software according to specifications including for the support of meetings, internal workshops and conferences.
2. Provides IT support services by taking ownership, acting on, and fully documenting the activities performed on the work orders created by the Service Desk and assigned to the incumbent and to the Desktop Support team.
3. Installs and maintains phones, mobile phones including smartphones, tablets and the related software and applications including for the support of meetings, internal workshops and conferences.
4. Establishes and maintains the required communication to ensure the relevant information is provided to and gathered from users as well as from hardware, software and communication service vendors for tasks related to the installation and maintenance of equipment and software.

Contribution to the on-going service:

1. Provides IT induction, training and coaching to users; assists in the preparation of technical and end-user documentation and in the production of training materials.
2. Provides basic support in the planning, specification, implementation and maintenance of customized software systems; assists in testing and evaluating new products and technologies.
3. Performs other related duties as required.

### **Requirements**

**(Only candidates who meet the essential requirements stated below will be considered.)**

**Education:** Graduation from a secondary school or equivalent, and subsequent training in computer systems. A diploma/certificate in computer related field or related field would be an asset

**Experience:** At least five (5) years of directly relevant experience including at least two (2) years of computer support (Help/Service desk) in a Microsoft environment.

**Specific professional knowledge:**

- Demonstrated proficiency in the support of networked PCs, Windows operating systems and Lotus Notes.
- Good knowledge of computer user support and troubleshooting methods.
- ITIL Foundation certification an asset.
- Microsoft MCSA: Windows 7 certification an asset.
- Experience with BMC Footprints an asset.
- Experience with Microsoft SharePoint desirable.
- Experience with systems administration and Microsoft technologies (Active Directory, WSUS) desirable.

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

**Language requirements:** Fluency in spoken and written English is required. Knowledge of another UN working language and/or German is an asset.

### **To apply**

Candidates whose qualifications and experience match the requirements for this position, please use the on-line application system available at <http://unfccc.int/secretariat/employment/recruitment>

**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.**
3. **Indicative Net Annual Salary: Euro 35,722 plus other UN benefits as indicated in the link below:**

<https://unfccc.int/secretariat/employment/conditions-of-employment.html>