VACANCY ANNOUNCEMENT

Information Technology Assistant, G-6
AS/HR/ICT Division
ICT Subdivision

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
9 June 2024 23:59 hrs CET	VA 24/036/AS/HR/ICT	As soon as possible	2 years with possibility of extension	Bonn, Germany

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The UNFCCC secretariat supports the Convention, its Kyoto Protocol and the Paris Agreement through a range of activities, including substantive and organizational support to meetings of the Parties and the implementation of commitments. It is a dynamic organization working in a politically challenging environment to help resolve one of the defining environmental issues of our time.

Where you will be working

This position is located in the Information and Communication Technology (ICT) sub-division. The incumbent reports to the Team Leader of the Conference and Customer support unit.

The Information and Communication Technology (ICT) sub-division will provide a reliable, sustainable and coherent IT infrastructure; operate and maintain existing mandated systems that support the intergovernmental process; and improve the overall level of ICT, with a focus on extending and improving critical user-facing services.

What you will be doing

Under the general supervision of the Manager of the Sub-division, ICT (P-5) and under the direct supervision of the Team Lead of the Unit (P-4), with some latitude permitted for the reasonable exercise of independent judgment, the incumbent participates in the design, development and implementation of Information and Communications Technology (ICT) solutions for UNFCCC internal and external stakeholders.

As a member of the Service Desk at UNFCCC, the incumbent may be asked to work during weekends and public holidays, and to attend training sessions outside of normal shift hours.

You will have the following main responsibilities:

Responsibilities: Within delegated authority, the Information Technology Assistant will be responsible for the following duties: *(These duties are not all inclusive nor are all duties carried out by all Information Technology Assistants.)*

Desktop Administration and Configuration:
- **Performs software distribution** updates, scripting, testing and support.
- **Monitors** all personal computers running the UNFCCC software delivery system to ensure that software distributions are being delivered correctly.

- **Performs** first and second level desktop troubleshooting in conjunction with the Help Desk.
- **Performs research** into new versions of centrally supported software and perform beta testing, production rollout and postproduction support.

Service Installation and Support:
- **Provides application support** for large and small scale applications, Level 1 support
- **Receives and logs** problem calls or service requests in the automated tracking system with minimum delay.
- **Attempts to resolve** as many incident calls or service requests on initial contact.
- **Performs tasks** related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.
- **Diagnoses and resolves** any hardware, software, audio and video conferencing systems or connectivity problem with minimum delay.
- **Provides basic training** to end-users on the use of standard systems and applications.
- **Drafts** end-user and/or technical documentation.
- **Logs all actions** in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, status, etc.
- Acts as **problem escalation point** for technical staff at lower levels.
- **Escalates problems/tasks** to the appropriate parties in accordance with established procedure.
- **Detects problem patterns** and recommends solutions.

General responsibilities:
- **Provides** technical advice to clients when necessary.
- **Prepares, maintains, and updates files** (electronic and paper) and internal databases.
- **Drafts**, **maintains** documentation and **reports** on the performance and reliability of deployed ICT assets.
- **Keeps abreast of** developments in technology both in the UN and in IT industry in general.
- **Supervises** a team of staff, as necessary.
- **Provides guidance** to new/junior staff.
- **Performs** other duties as assigned.

Work implies frequent interaction with the following:
Information Systems Officers and other IT specialists throughout the United Nations
Sales and technical personnel of hardware/software vendors and contractors
All information system and application users

Competencies

Communicating with impact: Speaks clearly and directly and is able to express views in an understandable, credible and persuasive manner; Writes in a well-structured and logical manner, in keeping with established UN standards; Openly shares information and keeps people informed; Uses appropriate communication tools to disseminate information; Listens carefully to understand other's views and responds appropriately; Seeks feedback and adjusts language, tone, style and format to match the audience.

Being Responsive to Clients and Partners. Fosters a good rapport and seeks regular feedback from internal and external clients and partners; Regularly consults with clients understand and respond to changes they encounter; Takes action to resolve conflicts with individuals and groups within and outside the organization to achieve win-win solutions; Works across organizational boundaries and overcomes obstacles to enhance cooperation, Establishes networks and leverages partnerships to achieve results.

Learning continuously and knowledge sharing: Creates ideas and possibilities for change to improve the work of the organization; Establishes development goals, and actively undertakes formal and informal learning for professional and personal development; Applies newly acquired skills and knowledge; Shares knowledge proactively and contributes to the learning of others; Reflects on successes and failures and applies lessons learned to future activities; Engages colleagues or networks to test assumptions and conclusions, determine a course of action and arrive at new insights; Makes appropriate use of enterprise systems and tools to capture, share and access institutional knowledge.

Managing self: Controls emotions and regulates own interpersonal style and approach to relate well to others, even in difficult work environments; Empathizes, understands others' perspectives and handles people and situations with diplomacy and tact.; Resolves conflicts constructively and takes action to prevent them; Stays productive and focused when dealing with crises and emergencies; Is resilient and flexible and operates effectively when faced with new ideas or evolving situation; Is receptive to feedback and open to adjust own behavior.

Your qualifications

Educational Background

High school diploma or equivalent. Must have passed the United Nations Administrative Support Assessment Test (ASAT) at Headquarters or an equivalent locally administered test at Offices Away.

Experience

Seven (7) years of experience in information systems analysis and programming, systems administration and maintenance, software development, technical writing, or related area.

Language skills

English and French are the working languages of the United Nations Secretariat. For the post advertised, fluency in oral and written English is required. Knowledge of another official United Nations language is an advantage.

Specific professional knowledge and skills

MS Suite, M365-SPO/Teams, ServiceNow service management tool required.

What is the selection process

Evaluation of qualified candidates may include an assessment exercise which may be followed by an interview.

How to apply:

Candidates whose qualifications and experience match what we are looking for should use the online application system available at http://unfccc.int/secretariat/employment/recruitment

Please note:

1. This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. A valid work permit for Germany is required. All travel costs

related to the interview and relocation 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 50,302 plus other UN benefits as indicated in the link below:
https://unfccc.int/secretariat/employment/conditions-of-employment.html

UNFCCC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply.

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