



**VACANCY ANNOUNCEMENT**  
(2 posts in one vacancy announcement)

**Information Technology Assistant (Desktop Support), G-5**  
Information and Communication Technology (ICT) Programme  
Operations Sub-programme

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
03 August 2017	VA 17/008/ICT	As soon as possible	One and half year with possibility of extension	Bonn, Germany

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**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 historic Paris Agreement by 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.

The Information and Communication Technology 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.

**Where will you be working**

You will be joining the Workplace Management Team, Information and Communication Technology programme. The Workplace Management Team is responsible for functions and duties that support the smooth running of computer support services within the secretariat and is part of the operations sub-programme which is responsible for the management, monitoring and operation of quality ICT infrastructure and customer support services to the UNFCCC secretariat, to the secretariat's climate conferences around the world and managing the international emission trading system.

**What will you be doing**

Under the general supervision of the Lead, Conference Services and Customer Support Unit and the direct supervision of the Team Leader, Workplace Management, you will perform desktop support activities for the users, both in headquarters and in conference. The incumbent will respond to staff queries, solve problems, and refer more complex matters to more specialized computer software and hardware staff and will carry out necessary training where required. You will observe the internationally-accepted IT industry best practices, and the Information Technology Infrastructure Library (ITIL).

**You will have the following responsibilities**

1. You will install and maintain systems hardware, peripherals, including communication components, and software according to specifications including for the support of meetings, workshops and conferences.



2. You will provide computer support services as focal point for the receipt and processing of user requests by logging and responding to user questions and requests for hardware, software and data-communications related issues; liaising on network security services issues including LAN access; escalating problems that cannot be solved to more specialized computer staff; and responding to users in a timely manner.
3. You will provide support to other more specialized ICT 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. You will provide IT training and coaching to users and assists in the preparation of technical and user documentation and the production of training materials.
5. You will provide technical support for the procurement of IT hardware and services and you will maintain technical ICT asset inventory records.
6. You will perform other related duties as required.

### **What are we looking for**

#### **Educational background**

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Required: Completed secondary education and subsequent training in computer systems. Demonstrated proficiency in the use of networked PCs, operating systems, Outlook and communications.

Asset: A diploma/certificate in computer related field or related field (BTS, DUT or equivalent).

#### **perience**

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Required: At least five (5) years of progressively responsible experience relevant to the functions of the post including at least two (2) years of computer support with MS Office applications.

Desirable: Experience with network and systems administration is desirable. Experience with Microsoft SharePoint.

Asset: Experience in the use of templates. Experience with BMC Footprints.

#### **Language skills**

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Required: Fluency in written and spoken English.

Desired: Working knowledge of other United Nations languages.

#### **Specific professional knowledge**

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Required: Demonstrated proficiency in the use of networked PCs, operating systems, Outlook and communications. Good knowledge of computer user support and troubleshooting methods.



Desirable: Knowledge of ITIL Incident Management process.

Advantage: Additional knowledge in using Internet development tools such as Macromedia products.

### **Job related skills**

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Required: Very good technical problem-solving skills, including identifying and addressing performance problems, system defects, and software/hardware issues.  
Very good communications skills, including the ability to discuss and communicate concepts and terminologies in simple language to users.  
Ability to multi-task and work well under pressure.

### **What is the selection process**

You may be invited for assessment of your technical/professional knowledge. If successful you may be invited for the final stage of the selection process, which consists of a competency based interview to assess the skills and aptitudes required to successfully perform the functions of the post. The following set of competencies for this particular post will be applied: Being responsive to clients and partners, working with teams, communicating with impact, managing self.

### **How to apply:**

Candidates, whose qualifications and experience match what we are looking for, should use the on-line 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. Non-local candidates will be considered only when no suitable candidate from the duty station is identified. 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. 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 37,167.00 plus other UN benefits as indicated in the link below: <https://unfccc.int/secretariat/employment/conditions-of-employment.html>

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