



**TEMPORARY APPOINTMENT
(2 positions in one announcement)
INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME**

ANNOUNCEMENT NO:	13/TA37/ITS
PUBLICATION DATE:	24 October 2013
DEADLINE FOR APPLICATION	06 November 2013
TITLE AND GRADE:	Information Systems Assistant (G-5)
INDICATIVE MONTHLY SALARY:	Euro 2,976 net, plus UN benefits and pension fund
DURATION OF APPOINTMENT:	as soon as possible for 6 months
DUTY STATION:	Bonn, Germany

Background

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the political process to address Climate Change. The Convention secretariat supports 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.

Functions to be performed

The UNFCCC secretariat requires two temporary Information Systems Assistant to work 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..

The incumbent will perform desktop support activities for the users, in all three UNFCCC headquarter locations 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). The functions include:

Desktop support activities:

1. Installing and maintaining end-user workstations, peripherals and software according to specifications including for the support of meetings, internal workshops and conferences.
2. Providing 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. Installing and maintaining 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 maintaining the required communication with users to ensure the relevant information is provided to and gathered from the users as well as 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. Providing IT induction, training and coaching to users; assisting in the preparation of technical and end-user documentation and in the production of training materials.
2. Providing basic support in the planning, specification, implementation and maintenance of customized software systems; assisting in testing and evaluating new products and technologies.

Performs other related duties as required.

Requirements

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

- Graduation from a secondary school or equivalent, and subsequent training in computer systems essential. A diploma/certificate in computer related field or related field would be an asset.
- At least five (5) years of directly relevant experience including at least two (2) years of computer support (Help/Service desk) with MS Office applications essential. Experience with network and systems administration is highly desirable
- Demonstrated proficiency in the use of networked PCs, operating systems, Lotus Notes and communications essential. Good knowledge of computer user support and troubleshooting methods essential.
- Knowledge of ITIL Incident Management process desirable
- Experience with Microsoft SCCM desirable
- Experience with BMC Footprints an asset
- Additional knowledge in using Internet development tools such as Macromedia products an advantage.
- Fluency in written and spoken English essential. Working knowledge of another UN language is asset.

To apply

Candidates whose qualifications and experience match the requirements, should 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.**