



**ANNOUNCEMENT FOR TEMPORARY APPOINTMENT
INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME
Information Systems Development (ISD) Sub-programme**

ANNOUNCEMENT NO:	14/TA25/ITS
PUBLICATION/TRANSMISSION DATE:	17 October 2014
DEADLINE FOR APPLICATION:	14 November 2014
TITLE AND GRADE:	Information Systems Assistant, G-5 (Customer and Development Process Support)
INDICATIVE MONTHLY SALARY:	Euro 3,003 net, plus UN benefits and pension fund
DURATION OF APPOINTMENT:	Nine months, with starting date as soon as possible
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

Under general supervision of the Information Systems Officer (ITS/ISD) and direct day-to-day supervision of Associate Information Systems Officer (ITS/ISD), the Information Technology Assistant will provide customer and development process support functions. In particular the incumbent will:

1. Provide first level support to the deployed CRF Reporter and Non-Annex I Inventory Software (NAIIS) applications, track problems, maintain the list of frequently asked questions (FAQ), respond to user requests and generate inputs for continuous improvement of applications and processes;
2. Assist developers and technical support staff in correctly following up the problems reported by external parties;
3. Assist developers, technical support and QA test teams in problem management, identifying the problematic patterns in software behaviour and producing reproduction scenarios and initial root cause analysis;
4. Assist developers and technical support in structuring and filling the CRF Reporter and NAIIS knowledge base. Assist the supervisor in service design and the setup of the service transition package;
5. Assist the supervisor in the project governance process, assuring compliance of the development team members with the project management processes and other governance procedures.

Requirements

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

Education:

- Completed secondary education;
- Further professional studies in Computer Science, Information Technology will be an asset.

Experience:

- At least five years of experience in a project environment in the Information Technology field with demonstrated experience supporting complex web-based applications.
- Experience providing application and software support to various internal and external stakeholders
- Knowledge and experience in IT Service Management, with particular focus on CRM (Customer Relationship Management) process
- Good knowledge of computer and software troubleshooting methods
- Knowledge and experience with ITIL Incident Management process is desirable
- Experience in system deployment is an asset
- Knowledge and experience with project management, tracking and collaboration tools. Experience working with Atlassian JIRA and Confluence is an asset
- Prior knowledge of UNFCCC processes, in particular GHG reporting, is a plus

Specific professional knowledge and job related skills:

- Customer/service orientation, communication skills, with particular focus on managing communication with customers
- Ability to engage in effective participation in a team-based, information sharing environment through collaboration and cooperation with others
- Ability to multitask and work under pressure;
- Ability to define, implement and control processes with feedback and continuous improvement cycles

Language requirements:

- Excellent command of written and spoken English, including good drafting and writing skills
- Knowledge of French and/or Spanish, written and spoken, is an asset.

To apply

Candidates, whose qualifications and experience match the requirements for this position, 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.**