	United Nations	Nations Unies
	Climate Change Secretariat	Secrétariat de Changements Climatiques

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VACANCY ANNOUNCEMENT

INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME

Infrastructure and Support Services (ISS) sub-programme

VACANCY ANNOUNCEMENT NO:	**VA 12/016/ITS**
PUBLICATION/TRANSMISSION DATE:	**6 March 2012**
DEADLINE FOR APPLICATION	**4 April 2012**
TITLE AND GRADE:	**Associate Information Technology Officer, P-2 (Desktop Support)**
POST NUMBER:	**FRA-2945-V999-P2-003**
INDICATIVE NET ANNUAL SALARY:	**US$ 46,730 to 52,645(without dependents)**
	US$ 49,821 to 56,347 (with dependents)
	(plus variable post adjustment, currently 50.6% of net salary) plus other UN benefits and pension fund
DURATION OF APPOINTMENT:	**One and a half years, with possibility of extension**
DUTY STATION:	**Bonn, Germany**
EXPECTED DATE FOR ENTRY ON DUTY	**As soon as possible**

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.

Responsibilities

Under the general guidance of the Manager, Infrastructure and Support Services (ISS) and the Team Lead, IT User Support, the incumbent will perform project management activities led by the User Support Unit; the incumbent will also provide operational and desktop support as well as project management, implementation and optimisation of relevant tools and service desk software activities, in order to support the output undertaken by the team, while observing the internationally-accepted IT industry best practices, and the Information Technology Infrastructure Library (ITIL). In particular the incumbent:

1. Provides 2nd level support to system related requests, including regulation of special administrative rights; manage the operational aspect of desktop security and service desk software tools; Acts as backup to the User Support team lead at headquarter and/or at conferences, if needed; Ensures that all system documentation, technical and procedural manuals are maintained in the Service Catalogue and Knowledge Database.

2. Works with ISS evaluators on desktop software evaluation in line with respective technical standards based on international best practices standards for IT services management and ITIL; manages projects related to the implementation, deployment and refinement of the IT Service Desk tools (e.g. Numara Footprints); Tests and implements the back-up and disaster recovery mechanism for laptops.

3. Implements the software lifecycle management and ensures proper coordination and maintenance of ITS/ISS events by evaluating and deploying desktop software, as part of the Release Process, ensuring that it is accepted by the Change Management Process, and that it is aligned to the Service Level Agreements (SLA) and Operational Agreements (OLA); Ensures that risks to the desktop services are minimal, and that the Release and Change process is overseen by the Service Desk; Maintains a lifecycle history of the Software Release within the Service Portfolio Process and the Knowledge Database.

4. Analyses the Service Desk toolset 'Numara Footprints' in its functionality and ability to handle incidents and requests, ensuring the correct classification, categorisation and escalation are adhered to and follows-up on incidents and problem issues; Develops reports to analyse trends in performance of the Service Desk function and the various ITIL process running within Numara Footprints, in order to identify service improvements.

5. Participates in the ITS Change Advisory Board (CAB) by ensuring that changes to the desktop operational environment adheres to the Change Management process, and the SLA and OLA in place in ITS; Ensures that any changes to the desktop operational environment are documented and reported on within the 'Knowledge Database' and 'Service Catalogue'.

Requirements

- First university degree in Computer Science, Information System or System Engineering
- At least three (3) years of relevant experience in system administration; In depth knowledge of Microsoft Windows Server Operating Systems (2000/2003) or Linux Server Operating Systems and familiarity with the other would be an asset.
- Knowledge of VMWare virtualization technologies, ideally in server infrastructure environments.
- Familiarity with SAN and NAS storage infrastructures and RDBMS, ideally MSSQL and MySQL.
- Solid knowledge of Microsoft Office suite, including Microsoft Visio and Microsoft Project.
- Knowledge of deployment and setup of mobile devices operating systems (like IOS 5 for iPADs).
- Understanding of ITIL processes (like incident, problem and change management). Knowledge of desktop/laptop central security management with systems like Kaspersky and/or enterprise Service Desk systems like Numara Footprint an asset
- Ability to get familiar and operational with new technologies quickly. Familiarity with user support environments. Ability to work in project environment, desirable.
- Fluency in written and spoken English. Working knowledge of other UN languages will be an asset.

Evaluation criteria

Professionalism: Knowledge and understanding of theories, concepts and approaches relevant to the area of work; good research, analytical and problem-solving skills; ability to apply judgement in the work environment; the capacity to plan own work and manage conflicting priorities.
Commitment to continuous learning: Willingness to keep abreast of new developments in their field of work.
Communication: Good verbal and written communication skills, including the ability to draft/edit a variety of written reports and to articulate ideas in a clear and concise style.
Technological Awareness: Ability to make effective use of required computer software and other equipment relevant to the post.
Teamwork: Good interpersonal skills and ability to establish and maintain effective working relations in a multi-cultural organization. Ability to provide effective support in relation to work conducted by colleagues.

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. **Qualified women candidates and candidates from developing countries are especially encouraged to apply.**
2. **Service is limited to the UNFCCC secretariat.**
3. **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.**