



VACANCY ANNOUNCEMENT
INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME
Information Systems Delivery (ISD) Sub-programme

ANNOUNCEMENT NO:	VA 14/022/ITS
PUBLICATION/TRANSMISSION DATE:	28 February 2014
DEADLINE FOR APPLICATION:	29 March 2014
TITLE AND GRADE:	Associate Systems Support Officer, P-2
POST NUMBER:	FRA-2945-V999-P2-001
DURATION OF APPOINTMENT:	One and a half years with possibility of extension
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.

Responsibilities

This post is located in the Application Support team, part of the Information Systems Delivery (ISD) sub-programme of the Information Technology Services (ITS) programme. The Application Support team is the primary point of contact for all requests for assistance and support (both internally and externally) on the secretariat's Information Technology systems.

Under the general supervision of the Manager, ISD sub-programme, and the direct supervision of the Information Systems Programme Officer, Application Development and Support, the incumbent leads the Application Support team and has the lead role in providing software support and user application support for the many different IT systems developed and operated by UNFCCC. The incumbent also participates in the design, development, testing and implementation of IT systems as directed by the Information Systems Programme Officer.

1. Leads the Application Support team of the secretariat's ITS programme:
 - a. Provides guidance to the junior Application Support staff on the team;
 - b. Delegates software and/or user support tasks to junior Application Support staff members.

2. Acts as the primary focal point for software support and for external user support for the various IT systems developed and operated by the secretariat:
 - a. Provides specialized technical support (2nd level) to substantive user and system developer problems pertaining to infrastructure and architecture of information systems forwarded from service desk;
 - b. Conducts rigorous testing and identifies necessary repairs and corrective actions for IT systems;
 - c. Executes the appropriate corrective actions when possible, to include design, development and testing;
 - d. Escalates issues to the appropriate Application Development team when necessary;
 - e. Delegates tasks to junior Application Support staff when possible;
 - f. Monitors support issues and brings them to the attention of the Team Leader when required.

3. Participates in the design, development, testing and implementation of IT systems. Provides technical input for the planning of system deployments and related information systems architectural design.
4. Carries out all operational processes pertaining to system components, such as maintenance, disaster recovery preparation and monitoring.
5. Provide input to system support performance monitoring; ensures data security and integrity.
6. Performs other duties as required.

Essential Requirements

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

Educational Background: University degree in computer science, information systems, mathematics, statistics or related field.

Experience: A minimum of three (3) years of progressively responsible experience in planning, design, development, implementation and maintenance of computer information systems, software, or application tools. At least two (2) years of experience working with SharePoint 2010.

Specific professional knowledge:

- Experience in providing application and software support to various internal and external stakeholders
- Experience with support for web-based applications
- Experience and knowledge in development and testing of various IT systems
- Experience with support and/or development specifically of Microsoft SharePoint 2010 applications
- Experience with support and/or development using one or more additional UNFCCC technology platforms (Microsoft Dynamics CRM, Microsoft SQL Server, K2, Java J2EE, Python, Zope, Oracle 10g) is highly desirable
- Knowledge of system architectural design, and experience in system deployment, is an asset
- Good knowledge of computer user and troubleshooting methods
- Knowledge to ITIL Incident Management process desirable
- Experience with BMC Footprints an asset

Job-related skills:

- Customer-focused, able to engage in effective participation in a team-based, information-sharing environment through collaboration and cooperation with others;
- Ability to multi-task and work well under pressure;
- Ability to work with various software and application tools;
- Ability to define, implement and control processes with feedback and continuous improvement cycles;
- Ability to track delivery of complex tasks;
- Ability to communicate on requirements and compliance with non-technical audience;
- Ability to apply concepts of materiality and risk-based testing;
- Understanding of theories and practical knowledge of software and application support;
- Ability to delegate to, monitor, and guide junior staff.

Language requirements: Fluency in oral and written English, working knowledge of other UN language 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. 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.
4. Salary and Allowances: USD 46,819 to 52,745 net (without dependents)
USD 49,916 to 56,454 net (with dependants)
(plus variable post adjustment, currently 52% of net salary), plus other UN benefits as indicated in the link below:
<https://unfccc.int/secretariat/employment/conditions-of-employment.html>