VACANCY ANNOUNCEMENT

Information Systems Assistant (Application Support), G-5
Information and Communication Technology (ICT) Programme
Delivery Sub-programme

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
29 July 2017	VA 17/007/ICT	As soon as possible	One and half year with possibility of extension	Bonn, Germany

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 Delivery sub-programme which is responsible for the design, development, implementation and maintenance of complex Information and Communications Technology solutions for UNFCCC internal and external stakeholders, as well as business analysis, requirements engineering and on-going support of application services.

What will you be doing

Under the overall supervision of the Lead, Rapid Application Services and the general supervision of the Associate Application Support Officer, with considerable leeway permitted for the exercise of independent judgment, you will be a key contributor to ICT application support, and participate in software configuration, testing and debugging activities, as well as user documentation and training.

Expected key results:

- Provision of primary (2nd level) support on UNFCCC's ICT software solutions for internal and external users by tracking problems, responding to user requests and generating inputs to continuous improvement of applications and processes;
- Participation in the configuration, testing and implementation of application solution development;
- Contributing to the ICT release/configuration/service transition processes.

You will have the following responsibilities:

1. You will provide specialized technical support on UNFCCC's ICT software solutions for internal and external users by tracking problems, responding to user requests and generating inputs to continuous improvement of applications and processes. In particular, you will:

   a. Provide primary (2nd level) software support for some of the secretariat's ICT applications;
   b. Ensure that incidents and requests are handled in compliance with agreed procedures, including quality control, problem management and change management;
   c. Use application management software and tools to investigate issues, collect performance statistics and create reports;
   d. Execute the appropriate corrective actions when possible;
   e. Escalate issues to the appropriate ICT Rapid or Enterprise Application Services and/or Infrastructure team for 3rd level support when necessary;
   f. Provide assistance to internal and external users on matters relating to the accessibility and availability of functions and information in the sites;
   g. Monitor support issues and bring them to the attention of the Team Leader when required;
   h. Provide additional support to identify and solve software defects.

2. Participating in the configuration, testing and implementation of application solution development, you will:
   a. Assist in the provision of new ICT capability for the secretariat as directed by the team lead, such as configuring or testing new software, databases and collaboration sites using established processes, standards and ICT platform according to functional and technical specifications;
   b. Assist in the maintenance of ICT capability by modifying existing templates;
   c. Execute automated data input and extraction functions.

3. Contributing to the ICT release/configuration/service transition processes, you will:
   a. Provide end user training and supports programme officers in the use of technology;
   b. Assist in drafting of documentation relevant to software solutions and quality requirements and specifications;
   c. Revise user and developer manuals and other documents.

4. You will perform any other job-related activity required to achieve the goals and objectives of the secretariat.

What are we looking for

Educational background

Required:	Completed secondary education.
Desired:	Training in support, programming, certification in areas related to the functions of the post.

Experience

Required:	At least five (5) years of progressively responsible professional experience relevant to the functions of the post.

Language skills

Required:	Fluency in written and spoken English.
Desired:	Working knowledge of other United Nations languages.

Specific professional knowledge

Required:	Proven support, configuration, maintenance and troubleshooting experience with one or more of Microsoft SharePoint, Microsoft Dynamics CRM, Microsoft .NET and Microsoft SQL Server. Good knowledge of computer user support and troubleshooting methods.
Desirable:	Knowledge of ITIL Incident Management process.
Asset:	Knowledge with BMC Footprints. Software development experience, specifically with Microsoft SharePoint, .NET or Microsoft Dynamics CRM.

Job related skills

Required:	Demonstrated proficiency in support for web-based applications. Excellent technical problem-solving skills, including identifying and addressing performance problems, system defects, and software/hardware issues Excellent communications skills, ability to communicate with both technical and non-technical staff as well as end 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