



TEMPORARY APPOINTMENT
INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME
(Two posts in one vacancy announcement)

ANNOUNCEMENT NO:	14/TA06/ITS
PUBLICATION/TRANSMISSION DATE:	21 February 2014
DEADLINE FOR APPLICATION:	07 March 2014
TITLE AND GRADE:	Associate Information Systems Officer, P-2 (Software Developer)
INDICATIVE MONTHLY SALARY:	USD 3,902 to 4,395 net (without dependents) USD 4,160 to 4,705 (with dependants) plus variable post adjustment, currently 52% of net salary), plus other UN benefits
DURATION OF APPOINTMENT:	One year starting 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.

Responsibilities

The two (2) positions are located in the Application Development and Support team, part of the Information Systems Delivery (ISD) sub-programme of the Information Technology Services (ITS) programme.

Under the general supervision of the Manager (P-5), ISD sub-programme, and the direct supervision of the Information Systems Project Officer (P-3), the incumbents are responsible for the support, maintenance and new development of IT systems based upon the secretariat's Collaboration Platform (CP).

1. Provides analysis, development and implementation of IT systems based upon the secretariat's Collaboration Platform, including:
 - a. Preparing or guiding the development of system requirements, solution architectures, software designs and/or technical reports;
 - b. Preparing new development and enhancements of IT systems on the secretariat's Collaboration Platform, based on specified user requirements and other technical specifications provided by relevant staff;
 - c. Maintaining, upgrading and supporting existing IT systems and databases as needed;
 - d. Providing third level application and software support for IT systems on the secretariat's Collaboration Platform, according to the ITS operational support processes and procedures, to ensure the stability and availability of services to business users,

- including resolving technical issues through debugging research and investigation and implementing system changes/upgrades;
 - e. Providing technical advice related to required procurements, including conducting needs assessments and benchmarks, preparing technical specifications and evaluation criteria;
 - f. Contributing (development, maintenance, support) to other related information systems as needed.
2. Review and analysis of Collaboration Platform-based IT systems for improvement, including:
- a. Undertaking analysis of functional modules within the systems; suggesting enhancements and new features to these systems in order to increase their capability to meet secretariat user requirements;
 - b. Planning and conducting unit testing on IT systems to verify that the programs function as expected and to ensure that modifications of the existing system environment have not adversely affected system functionality; Contributing to the development of test plan and test scripts;
 - c. Reviewing and analysing the log files and other relevant information for IT systems to gain detailed understanding of their use in the implementation of business requirements; forwarding the results of such analysis to other ITS staff for follow-up and action as needed;
 - d. Preparing, updating and maintaining IT system documentation, including the relevant technical/procedural manuals, as required.

Essential Requirements

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

Education: First level university degree (Bachelor or equivalent) in Computer Science, Telecommunications or equivalent.

Experience:

- At least three (3) years of progressively responsible experience in the area of planning, designing, developing, implementing and supporting/maintaining computer information systems, specifically using Microsoft SharePoint 2010, Microsoft .NET, Microsoft Dynamics CRM and/or K2.
- Experience working with clients (internal and/or external) to identify their business requirements and produce programming specifications to build applications to client specifications and/or to customize current applications in line with changing business needs and/or to troubleshoot and solve technical issues with software applications;
- Demonstrated experience with Service Oriented Architecture (SOA) design patterns;
- Experience integrating SharePoint 2010 with Microsoft Dynamics CRM, MS Active Directory, K2 and/or other tools of the Microsoft stack will be an advantage;

Specific professional knowledge and job related skills:

- Knowledge of application development, testing and implementation techniques and practices in at least three (3) of the following:
 - Microsoft SharePoint 2010 (administration, development, support)
 - Microsoft .NET
 - Microsoft Dynamics CRM
 - K2
 - Javascript/UI development
- Strong working knowledge of SDLC processes and how to operate under structured project management, including the need for various environments, system maintenance, risk avoidance, etc.;
- Excellent technical problem-solving skills, including identifying and addressing performance problems, system defects, software/hardware issues, etc.;
- Knowledge of developing and deploying structured configuration management processes using version control software (preferably TFS);
- Excellent communications skills, ability to communicate with both technical and non-technical staff as well as end users;
- Ability to communicate on requirements and compliance with non-technical audience;
- Ability to provide 3rd line support for software applications.

Language requirements: Fluency in written and spoken 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.**