



CONSULTANCY
Call for Applications

ANNOUNCEMENT NO:	12/CON02/AS
PUBLICATION/TRANSMISSION DATE:	05 March 2012
DEADLINE FOR APPLICATION:	19 March 2012
CONSULTANCY:	Migration to Microsoft Office 2010
DURATION OF CONSULTANCY:	May - August 2012 (45 days within period)
DUTY STATIONS:	Mainly Bonn, Germany, and some work from home

Background

The United Nations Framework Convention on Climate Change (UNFCCC) is the focus of the international political process to address climate change. The UNFCCC secretariat supports the Convention and its Kyoto Protocol through a range of activities, including substantive and organizational support to meetings of the Parties.

The secretariat will migrate from MS 2003 to MS Office 2010. This is expected to take place between May and August 2012. Together with the migration, new IT tools such as SharePoint and Client Resource Management (CRM) tools will be introduced. The migration project will have different phases - training of focal points and Service Desk staff, general briefings, installation of new software in staff individual lap- and desktops and specialized training for super-users.

Purpose

In order to ensure that staff can smoothly migrate to the new system, the secretariat will put in place a series of support activities including online training, briefings, coaching and specialized training. The purpose of this consultancy is to provide face-to-face training, coaching and specialized advice.

Tasks

The Microsoft Office 2010 specialist should execute the following tasks:

- Prepare and provide training to the IT Service Desk to prepare them for their first line support task and desktop installation work;
- Prepare and provide the training/briefing workshops to the end users (max. 30 workshops of approximately 3 hours each);
- Support analyses and resolution to expected and real migration problems from Microsoft Office 2003 / 2007 (e.g. with related templates, macro's in Word, Excel, etc.);
- Support the Service Desk in the first 1 or 2 weeks after migration on processing the 'extra user support workload' ;
- Option: Specific application training on Word, Excel, etc. that will be obtained from the special needs/requirement (e.g., pivot table, mailmerge, building autotext, form creation).

Deliverables

- 1) Preparatory work including:
 - Preparation and planning meeting with ITS Programme, AS/HR, SDM and/or a selected number of participants (via phone or in person);

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- Design content for the training for IT Service Desk, super-users/focal points and end-users including training material such as manuals and hand-outs. The consultant will also draft a Training Needs Assessment Questionnaire to be issued to a selected number of participants prior the training sessions, with the aim of pitching the course at the appropriate technical level of applicability. A final text leading to an UNFCCC certification will also be prepared as part of the consultancy.

2) Training to ITS Service Desk:

- 2 training sessions for IT Service Desk (duration to be defined);
- Technical handouts and/or other resources to be used for reinforcement of troubleshooting problems;
- Use of applied sample case studies.

3) Specialised training for super users/focal points to become familiar with MS Office 2010 in order to support staff in their programmes.

4) Training of end-users

- 30 approximately 3 hour long sessions to brief approx. 12 staff members per session about the main differences and key functionalities of MS Office 2010
- Materials and/or other resources to be used during the training and as a reference post-training.

5) Support Service Desk staff in the period of the migration.

6) Coaching

- Up to 10 days face-to-face and remote-coaching sessions with individual or small groups of staff, focal points and super-users.

7) Specialised training

- 2-day sessions providing advance knowledge of MS Office applications, namely Word, Excel, Powerpoint, SharePoint.

Requirements

- Specific training and experience in MS Office 2010, its applications and related IT tools, SharePoint and CRM.
- A minimum of 10 years of work experience in providing hands-on computer training courses.
- Experience in the delivery of staff trainings to an international audience.
- Excellent command of English.
- Experience with UN system agencies will be considered an asset.

To apply

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