UNITED NATIONS

NATIONS UNIES

FRAMEWORK CONVENTION ON CLIMATE CHANGE - Secretariat

CONVENTION - CADRE SUR LES CHANGEMENTS CLIMATIQUES - Secrétariat

VACANCY ANNOUNCEMENT

INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME

- Information Systems Delivery Sub-programme -

VACANCY ANNOUNCEMENT NO:	**VA 11/064/ITS**
PUBLICATION/TRANSMISSION DATE:	**14 September 2011**
DEADLINE FOR APPLICATION	**13 October 2011**
TITLE AND GRADE:	**Associate Information Technology Officer, P-2**
POST NUMBER:	**CDM-2945-V528-P2-007**
INDICATIVE NET ANNUAL SALARY:	**US$ 46,669 to 52,576 (without dependents)** **US$ 49,756 to 56,274 (with dependents)** **(plus variable post adjustment, currently 62,2% 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	**02 January 2012**

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 supervision of the Manager, Information Systems Delivery (ISD) and the direct supervision of the Information Systems Project Officer, the incumbent is responsible for developing and maintaining software-related documentation for end users both internal and external to the secretariat, as well as identifying and carrying out related training requirements. In particular the incumbent:

1. Develops technical documents related to both software developed by the programme and to business processes used within the programme such as software user guides, installation guides, and on-line help for internal and external software users, in line with standards used in the secretariat (ITS documentation framework and document templates, UNFCCC Editorial Style Guide, ISO standards); creates brochures and presentation material, as well as develops internal policies, procedures, reports and papers on systems-related topics;
2. Reviews published material and recommends revisions or changes in scope, structure, and content, as necessary, performing quality assurance assessments to ensure their accuracy and completeness.
3. Collaborates with software developers and other ITS staff members to establish technical specifications, learning about the product features and behaviour, in order to translate these into documentation; defines the packaging and delivery methods for documentation in order to optimise them for various audiences, as well as recommends appropriate storage locations for related electronic documents; liaises with other programmes with regard to the accessibility of documents;

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4. Analyses technical queries from software users as well as implementation of software requirements, and accordingly advises developers in undertaking improvements to the software products, particularly in terms of 'functionality' and 'usability'; provides specialist advice to users and performs troubleshooting where problems arise, liaising with other programmes to ensure that software products satisfy end users;
5. Develops, maintains and delivers training plans related to software products produced by the Team, or related to various tools used by internal and external end users based upon specific organizational needs in conjunction with concerned units; designs and implements training activities and/or presentations according to authorised training plans; conducts assessments of training needs of secretariat staff and external stakeholders in consultation with other programmes to determine areas on which to focus in future training activities; cooperates with training sections in other programmes;
6. Conducts required training activities within programmes on software packages developed and oversees the implementation of training; uses lessons learned to improve the training approaches in the future plans and stays abreast of best practices in the area of learning and training; collaborates with other programmes of the secretariat, regarding new training approaches.

Requirements

- First level university degree (bachelor or equivalent) in English language, linguistics, journalism or a technical degree in engineering, science or IT. Certification in technical writing and IT documentation standards is a plus.
- At least three years of directly related professional experience in providing user support and/or authoring technical and user documentation in English, designing and delivering training to technical and non-technical audiences of which at least one year is in an international environment.
- Up-to-date understanding of Internet technologies and social media. Solid knowledge of Microsoft Office suite, including Microsoft Visio and Microsoft Project. Ability to work in project environment, especially governed by PRINCE2 methodology. Knowledge of best practices in the area of training/learning.
- Fluency in English (oral and written). Working knowledge of other UN languages is 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.**