



## VACANCY ANNOUNCEMENT

### Information Technology Assistant, G-6 AS/HR/ICT Division ICT Subdivision

(This is a re-advertisement of VA 24/036/AS/HR/ICT published in May 2024; candidates who continue to be interested in the position need to apply again)

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
6 October 2024 23:59 hrs CET	VA 24/066/AS/HR/ICT	As soon as possible	2 years with possibility of extension	Bonn, Germany

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**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 Paris Agreement through 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.

#### **Where you will be working**

This position is located in the Information and Communication Technology (ICT) sub-division. The incumbent reports to the Team Leader of the Unit.

The Information and Communication Technology (ICT) sub - division will provide a reliable, sustainable and coherent IT infrastructure; operate and maintain existing mandated systems that support the intergovernmental process; and improve the overall level of ICT, with a focus on extending and improving critical user-facing services.

#### **What you will be doing**

Under the general supervision of the Manager of the Sub-division, ICT (P-5) and under the direct supervision of the Team Lead of the Unit (P-4), with some latitude permitted for the reasonable exercise of independent judgment, the incumbent participates in the design, development and implementation of Information and Communications Technology (ICT) solutions for UNFCCC internal and external stakeholders.

Due to the nature of application support, the incumbent may be asked to work during weekends and public holidays, and to attend training sessions outside of normal shift hours.

#### **You will have the following main responsibilities**

**Responsibilities:** Within delegated authority, the Information Technology Assistant will be responsible for the following duties: (*These duties are not all inclusive nor are all duties carried out by all Information Technology Assistants.*)



### **Desktop Administration and Configuration**

- **Performs software distribution** updates, scripting, testing and support;
- **Monitors** all personal computers running the UNFCCC software delivery system to ensure that software distributions are being delivered correctly;
- **Performs** first and second level desktop troubleshooting in conjunction with the Help Desk;
- **Performs research** into new versions of centrally supported software and perform beta testing, production rollout and postproduction support.

### **Service Installation and Support**

- **Provides** application support for large and small scale applications;
- **Receives and logs** problem calls or service requests in the automated tracking system with minimum delay;
- **Attempts to resolve** as many incident calls or service requests on initial contact;
- **Performs tasks** related to scheduled service requests, including equipment replacement, equipment installation/de-installation, software installation, LAN connection, returns to stock, site surveys, etc.;
- **Diagnoses and resolves** any hardware, software, audio and video conferencing systems or connectivity problem with minimum delay;
- **Provides basic training** to end-users on the use of standard systems and applications.
- **Drafts** end-user and/or technical documentation;
- **Logs** all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, status, etc.;
- Acts as **problem escalation point** for technical staff at lower levels;
- **Escalates problems/tasks** to the appropriate parties in accordance with established procedure;
- **Detects problem patterns** and recommends solutions.

### **General responsibilities**

- **Provides technical advice** to clients when necessary;
- **Prepares, maintains, and updates** files (electronic and paper) and internal databases;
- **Drafts, maintains** documentation and **reports** on the performance and reliability of deployed ICT assets;
- **Keeps abreast of** developments in technology both in the UN and in IT industry in general;
- **Supervises** a team of staff, as necessary;
- **Provides guidance** to new/junior staff;
- **Performs** other duties as assigned.

### **Work implies frequent interaction with the following:**

Information Systems Officers and other IT specialists throughout the United Nations;

Sales and technical personnel of hardware/software vendors and contractors;

All information system and application users.

### **Competencies**

**Applying Professional Expertise:** Demonstrates expertise of subject matter and the transferable skills required for the function; Shows the capacity to apply knowledge to deliver results based on acquired background and experience; Seeks opportunities to apply own technical skills across related disciplines, Keeps abreast of new developments and technologies in the field of expertise, Actively seeks to expand the existing level of job knowledge and expertise.



**Being Responsive to Clients and Partners.** Fosters a good rapport and seeks regular feedback from internal and external clients and partners; Regularly consults with clients understand and respond to changes they encounter; Takes action to resolve conflicts with individuals and groups within and outside the organization to achieve win-win solutions; Works across organizational boundaries and overcomes obstacles to enhance cooperation, Establishes networks and leverages partnerships to achieve results.

**Delivering results:** Conducts a critical analysis of situations to develop sound goals and work plans; Consults with others to develop integrated, consistent and harmonized plans; Allocates and uses time efficiently, and monitors own performance against timelines and milestones; Foresees risks, plans for contingencies, and adapts to take account of changing circumstances; Perseveres to deliver projects and pursues results despite obstacles and setbacks; Manages competing demands and focuses on priorities to deliver results.

### **Your qualifications**

#### **Educational Background**

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**Required:** Secondary education or its equivalent. A completed first level university degree is an asset, in which case the relevant work experience required for the position will be reduced to five (5) years.

**Desirable:** Training in support, programming, certification in areas related to the functions of the post.

#### **Experience**

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**Required:** Seven (7) years of experience in information systems analysis and programming, systems administration and maintenance, software development, technical writing, or related area.

**Desirable:** 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.

#### **Language skills**

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**Required:** Excellent written and spoken English.

**Desirable:** Knowledge of another official United Nations language.

#### **Specific professional knowledge and skills:**

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**Desirable:** Microsoft Office applications expert level, Microsoft SharePoint Administration, Microsoft Teams; Advanced Excel skills (Power Query and Visual Basics); Microsoft Dynamics CRM; Business and Data Analytics; Software development experience (specifically with Microsoft SharePoint, .NET or Microsoft Dynamics CRM, React web application and data modeling); ServiceNow service management tool and Jira or other similar IT service Management tool/s.



### **What is the selection process**

Evaluation of qualified candidates may include an assessment exercise which may be followed by an interview.

### **How to apply:**

Candidates whose qualifications and experience match what we are looking for should use the online 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. It is open to citizens of the European Union (EU) member states or holders of residence and a valid permit to reside and work in Germany, without restrictions, is required. 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. All travel costs related to the interview and relocation 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 50,302 plus other UN benefits as indicated in the link below: <https://unfccc.int/secretariat/employment/conditions-of-employment.html>

UNFCCC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply.

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