



VACANCY ANNOUNCEMENT
INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME
Information Systems Delivery (ISD) Sub-programme

ANNOUNCEMENT NO:	VA 14/017/ITS
PUBLICATION/TRANSMISSION DATE:	20 February 2014
DEADLINE FOR APPLICATION:	21 March 2014
TITLE AND GRADE:	Information Systems Programme Officer, P-4
POST NUMBER:	FCA-2945-P4-001
DURATION OF APPOINTMENT:	One and a half years with possibility of extension
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 Information Systems Programme Officer post is located in the Information Systems Delivery (ISD) sub-programme of the Information Technology Services (ITS) programme, which is responsible for the design, development and implementation of complex Information and Communications Technology (ICT) solutions for UNFCCC internal and external stakeholders. Under the direct supervision of the Manager, Information Systems Delivery, but largely on his/her own initiative, the incumbent leads a sub-unit of the ISD sub-programme and provides guidance on, and management of, the development, maintenance and upgrade of IT software and systems. The incumbent has a coordinating role for other programmes of the secretariat by acting as Customer Relationship Manager for one or more programmes.

In particular, the incumbent:

1. Supports the Manager on matters related to IT Systems development and operations by:
 - Tracking and monitoring the delivery of a portfolio of IT system development projects against plan, requirements, quality measures, and providing substantive guidance to ISD project managers;
 - Planning and directing IT development and maintenance projects – to include production of project plans and required documentation – involving feasibility studies, systems and requirements analysis, design, development, implementation and operations of complex IT systems and applications;
 - Resolving issues and mitigating risks identified from ISD project managers, keeping the ISD sub-programme manager informed of key issues and escalating unresolved problems;
 - Preparing various technical reports and communications, training materials and user documentation for the developed systems;
 - Working closely with stakeholders and end users on all aspects and during all phases of development and implementation;

2. Manages, supervises and guides the members of staff of his/her sub-unit. Leads the sub-unit team by:
 - Providing professional leadership and directions to staff members;
 - Developing staff work plans including specific tasking as necessary, monitoring its implementation and mentoring the staff; implementing recruitment actions;
 - Managing sub-unit staff performance in line with UNFCCC secretariat and ITS objectives;
 - Identifying career development opportunities for sub-unit staff and establishing mechanisms to implement them;
 - Participating in planning and preparation of the budget, work programme and spending plans.
3. Provides expert technical contributions on the analysis, development and implementation of IT systems, including:
 - Being actively involved in the development of system requirements, solution architectures, software designs and/or technical reports;
 - Maintaining, upgrading and enhancing existing IT systems and databases as needed;
 - Identifying problems/issues and preparing technical recommendations;
 - Ensuring that all the appropriate data security and access controls are established for a given project;
 - Recommending innovative technical solutions and approaches to the manager and/or secretariat officials.
4. Coordinates with other programmes of the Secretariat and acts as a Customer Relationship Manager for one or more programmes when required, which includes:
 - Identifying the needs of the client programmes for new systems and related services, recommending priorities for IT system development and maintenance activities based on an understanding of client programme business needs and available resources;
 - Defining, with client programme managers, statements of work (engagement agreements) for the development of new systems and related services;
 - Providing periodic reports to client programme managers, to the ISD sub-programme manager, to the ITS Project Management Office and/or to the ITS Coordinator on the status of work and budget for projects;
 - Solving problems and liaising with client programmes.
5. Handles all aspects of contract administration (for consultants and vendors), including development of Statements of Work and/or Terms of Reference, direct supervision of consultant staff, performance monitoring and contractual evaluation.

Essential Requirements

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

Educational Background:

- Advanced university degree (Masters) in computer sciences, mathematics, engineering, or in a related discipline. A combination of a university degree plus substantial professional experience in the field may be accepted in lieu of an advanced degree in the relevant discipline.
- Formal training in Project Management and/or ITIL is a plus.

Experience:

- At least seven (7) years of progressively responsible professional experience in Information Technology (IT), in at least three (3) of the following areas:
 - IT Project Management, including successfully managing the delivery of large and complex IT projects to the satisfaction of customers and end users; experience in overseeing implementation of large centralized and distributed systems;
 - Overseeing the coordination and delivery of a portfolio of IT system development projects, and providing substantive guidance to IT Project Managers;
 - Hands-on development and operation of complex information systems following the full Systems Development Life Cycle (SDLC), involving some or all of: feasibility studies, prototyping, requirements engineering, design, development, implementation, operations and support;
 - Direct supervision of professional IT staff and consultants.

Specific professional knowledge: Knowledge of IT Project and/or Portfolio Management (certification and/or expert knowledge of a recognised IT Project/Portfolio Management methodology preferred), IT architecture, systems engineering, Systems Development Life Cycle (SDLC).

Job-related skills:

- Proven ability to plan, prioritize and deliver tasks on time and to produce quality results while meeting established goals;
- Ability to multi-task and work well under pressure;
- Ability to generate innovative, practical solutions to challenging situations;
- Ability to support complex negotiations;
- Effective participation in a team-based, information-sharing environment, through collaboration and cooperation with others.

Language requirements: Fluency in oral and written 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.
4. Salary and allowances: US\$ 67,611 to 74,787 (without dependents)
US\$ 72,605 to 80,502 (with dependents)
(Plus variable post adjustment, currently 52% of net salary) plus other UN benefits as indicated in the below link:
<https://unfccc.int/secretariat/employment/conditions-of-employment.html>