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**VACANCY ANNOUNCEMENT**  
**INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME**  
**Infrastructure and Support Services (ISS) sub-programme**

<b>VACANCY ANNOUNCEMENT NO:</b>	<b>VA 12/018/ITS</b>
<b>PUBLICATION/TRANSMISSION DATE:</b>	<b>9 March 2012</b>
<b>DEADLINE FOR APPLICATION</b>	<b>7 April 2012</b>
<b>TITLE AND GRADE:</b>	<b>Information Systems Officer, P-3 (Systems Support)</b>
<b>POST NUMBER:</b>	<b>FRA-2945-V999-P3-001</b>
<b>INDICATIVE NET ANNUAL SALARY:</b>	<b>US\$ 56,091 to 62,803 (without dependents) US\$ 60,091 to 67,387(with dependents) (plus variable post adjustment, currently 50.6% of net salary) plus other UN benefits and pension fund</b>
<b>DURATION OF APPOINTMENT:</b>	<b>One and a half years, with possibility of extension</b>
<b>DUTY STATION:</b>	<b>Bonn, Germany</b>
<b>EXPECTED DATE FOR ENTRY ON DUTY</b>	<b>As soon as possible</b>

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### **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, Infrastructure and Support Services (ISS) and the direct supervision of the Chief, System Support Unit, the incumbent is responsible for overseeing the day-to-day operation of IT systems, platforms, infrastructure, and data centres for complex mandated and secretariat-wide information systems including implementation, maintenance and life cycle management of involved components and services. In particular the incumbent:

1. Implements key IT service management processes and functions within the System Support Unit by providing infrastructure-monitoring in support of event management and overseeing incident, problem-management and change management for systems, infrastructure components and data centres; provides data/mechanisms to monitor and manage compliance with internal operational level and service level agreements (OLAs/SLAs), while providing input to service catalogue and financial management.
2. Monitors the work of internal and external domain experts, as well as external service-providers and consultants by agreeing on work product specifications and receiving, evaluating and accepting deliverables; acts as a domain expert for configuring, maintaining and troubleshooting specific systems or infrastructure components by applying specific knowledge and skills in the area of hardware and software of systems and infrastructure components.
3. Manages and supports projects for the creation of and/or change to systems, infrastructure and platforms, in accordance with established project-management methodologies, by leading specific projects and/or is responsible for delivery of a particular work product to a project; conducts procurement activities by proposing specifications for applicable hardware, software and support service and evaluating proposals.

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4. Supports technical management by providing expertise for the creation and review of system and architecture-design, operational plans and procedures by providing relevant cost, effort and risk assessments.
5. Develops technical capacity within the Unit by optimising internal procedures, processes, mechanisms and controls, in order to ensure stability, improved quality, security and performance of systems and related services; monitors responsiveness and robustness of processes and coordinates library of system documentation, internal operational manuals, training materials, and guidelines, making recommendations for improvements. Maintains and updates the IT knowledge base to support internal and external users.
6. Liaises with other technical teams within ITS, as well as client-groups within the Secretariat on IT and systems issues, by representing the Unit and the Sub-programme in committees, process boards, task forces, technical panels, project teams and steering groups, as required.

### **Requirements**

- First level university degree (Bachelor or equivalent) in systems analysis, computer science, information technology, or a related discipline.
- At least five (5) years of progressively responsible experience, two (2) of which should be in an international environment in system administration, system and infrastructure operation, data center management, IT service management, provider, support contract and project management; experience with system analysis and architecture design.
- In depth knowledge of IT service management methodologies, such as ITIL V2 or V3, certification minimum at foundation level desirable. Substantive knowledge of project management methodologies such as PRINCE2 or PMI, certification minimum at foundation level desirable. Knowledge of IT governance frameworks such as Cobit an asset.
- Technical domain expertise in at least one Server Operating Systems and knowledge of another such as Unix or Linux, Microsoft Windows; and at least 3 of the following areas; Virtual server infrastructure operation; Database Management; Storage management; Network management; Collaboration and content management systems such as Sharepoint or Filenet; Webserver management, e.g. Apache, IIS; Application Server management, e.g. J2EE
- Thorough understanding of design and analysis complex of multi-tier system architectures
- Very good skills in writing technical documentation such as infrastructure architecture, configurations, procedures. Ability to design, review, implement and optimize organisational processes
- Fluency in written and spoken English. Working knowledge of other UN languages will be an asset.

### **Evaluation criteria**

**Professionalism:** The capacity to identify problems/issues and participate in their resolution. Ability to establish priorities and to plan, coordinate and monitor own work plan.

**Commitment to continuous learning:** Willingness to keep abreast of new developments in their field of work.

**Communication:** Ability to provide thorough, well reasoned contributions to documents and papers.

**Technological Awareness:** The capacity 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.

### **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.**