



VACANCY ANNOUNCEMENT

Information Systems Officer, P-3

Information and Communications Technology (ICT) Programme
Delivery Sub-programme

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
19 November 2017	VA 17/015/ICT	As soon as possible	One and half 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 by 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.

The Information and Communication Technology programme (ICT) is the central service provider for all IT infrastructure and user support services, as well as for information systems development, maintenance and application support within the UNFCCC.

Where will you be working

You will be working in the Delivery sub-programme which is responsible for the design, development, implementation and maintenance of complex Information and Communications Technology solutions for UNFCCC internal and external stakeholders, as well as business analysis, requirements engineering and on-going support of application services.

What will you be doing

Under the overall supervision of the Head, Delivery and the general supervision of the Lead Rapid Application Services and with some leeway permitted for the exercise of independent judgement, you will be responsible for the design, development and implementation of Information and Communications Technology (ICT) solutions for UNFCCC internal and external stakeholders.

Expected key results:

- Development, maintenance, upgrading or enhancement of ICT Rapid software applications;
- Development of data analyses, detailed system and other functional specifications, and user documentation for major systems;
- Management of ICT projects of limited complexity and duration;
- Management of a pool and ensuring availability of internal and external software developers.

You will have the following responsibilities:

1. You will develop, maintain, upgrade or enhance ICT software applications. Activities include but are not limited to:



- Participating as a member of a development team with responsibility for Rapid Application solution delivery and/or major components of more complex Applications;
- Developing and maintaining applications that require integration of many interrelated applications and services;
- Organizing and performing unit and integrated testing, designing and utilizing test bases; assists users in acceptance testing;
- Maintaining, upgrading or enhancing existing user systems; troubleshooting and providing continuing user support, to include resolving difficult problems, advising on the use of new techniques, monitoring transactions to measure performance and continued effectiveness of assigned systems;
- Ensuring and promoting compliance with established processes and Enterprise Architecture; seeking exemptions and updating to standards;
- Ensuring appropriate data security and accessing controls considering both local and wide area issues;
- Providing 3rd level support for ICT applications, and maintaining support procedures and documentation; managing application enhancements to improve business performance; ensuring that all requests for 3rd level support are dealt with according to set standards and procedures;
- Assessing and analysing release components, ensuring compliance with ICT release and change management processes and providing input to release planning;
- Developing training materials, operating and using manuals; training staff in assigned systems.

2. You will develop data analyses, detailed system and other functional specifications, and user documentation for major systems. Activities include but are not limited to:

- Providing specialized advice to users, analyzing users' requirements and translating these into new applications; determining application systems integration and linkage issues;
- Analysing, designing and developing mission-critical ICT solutions based upon business requirements and UNFCCC ICT architectural patterns;
- Researching, analysing and evaluating new technologies and making recommendations for their deployment;
- Investigating corporate data requirements and applying data analysis, data modelling and quality assurance techniques to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions); providing advice and guidance to database designers and others using the data structures and associated components;
- Writing reports and papers on systems-related topics, system requirements, information strategy, etc.

3. You will provide technical oversight and day to day monitoring of ICT projects of limited complexity and duration involving prototypes, proofs of concept or the implementation of new or enhanced applications and services. Activities include but are not limited to:

- 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.



4. You will provide technical leadership and management to internal and external software developers. Activities include but are not limited to:

- Participating in negotiations with managers and team leaders for the acquisition of required resources from within the secretariat and from external vendors;
- Assessing the need for additional staff or consultants, if necessary, and ensures that additional resources are made available during projects' lifecycles;
- Providing guidance to the pool of software developers on UNFCCC software development lifecycle (SDLC) processes, policies and procedures;
- Organizing professional development opportunities and mentors members of the managed pool.

5. You will perform any other job-related activity required to achieve the goals and objectives of the secretariat.

What are we looking for

Educational background

Required: Advanced university degree (Masters) in computer sciences, 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.

Experience

Required: At least five (5) years of progressively responsible professional experience relevant to the functions of the post

Language skills

Required: Fluency in English.

Asset: Working knowledge of German and/or other United Nations languages.

Specific professional knowledge

Required:

- Expert knowledge of application development, testing, and implementation techniques and practices in one or more of the following: Microsoft .NET, SharePoint, Dynamics CRM and device apps
- Expert knowledge of web User Interface development with HTML, JavaScript, JavaScript libraries (e.g. Angular, Bootstrap), CSS and other web site development technologies
- In-depth knowledge of Agile software development techniques (e.g. Scrum)
- Knowledge of designing and implementing relational databases
- Knowledge of developing and executing unit tests for software
- Knowledge of developing integration with back end systems using standard interfaces such as web services
- Knowledge of SDLC processes and how to operate under structured project management, including the need for various environments, system maintenance, and risk identification and avoidance
- Knowledge of developing and deploying structured configuration management processes using version control software



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- Demonstrated experience with Service Oriented Architecture (SOA) design patterns
 - Project management, and specifically PRINCE2, experience.

Advantage:

Job related skills

- Required:
- 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
 - Experience working with clients (internal and/or external) to identify their business requirements and produce programming specifications to build applications to client specifications and/or to customize current applications in line with changing business needs and/or to troubleshoot and solve technical issues with software applications
 - Ability to provide 3rd line support for software applications
 - 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

What is the selection process

You may be invited for assessment of your technical/professional knowledge. If successful you may be invited for the final stage of the selection process, which consists of a competency based interview to assess the skills and aptitudes required to successfully perform the functions of the post. The following set of competencies for this particular post will be applied: Commitment to the United Nations, being accountable, being responsive to clients and partners, working with teams, delivering results, managing self

How to apply:

Candidates, whose qualifications and experience match what we are looking for, 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. Indicative net annual salary and allowances:
US\$ 58,583 to 65,695
(plus variable post adjustment, currently 33.9% of net salary),
plus other UN benefits as indicated in the link below:

<https://unfccc.int/secretariat/employment/conditions-of-employment.html>