VACANCY ANNOUNCEMENT

INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME

Infrastructure and Support Services (ISS) sub-programme

VACANCY ANNOUNCEMENT NO:	**VA 12/017/ITS**
PUBLICATION/TRANSMISSION DATE:	**6 March 2012**
DEADLINE FOR APPLICATION	**4 April 2012**
TITLE AND GRADE:	**Associate Information Technology Officer, P-2 (Service Desk)**
POST NUMBER:	**FRA-2945-V999-P2-004**
INDICATIVE NET ANNUAL SALARY:	**US$ 46,730 to 52,645(without dependents) US$ 49,821 to 56,347 (with dependents) (plus variable post adjustment, currently 50.6% 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	**As soon as possible**

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 guidance of the Manager, Infrastructure and Support Services and the Team Lead, IT Service Desk (ISS), the incumbent will focus on key-processes of the service desk activities delivered, while improving and documenting related work-processes by aligning them to internationally-accepted IT industry best practices, and the Information Technology Infrastructure Library (ITIL). In particular the incumbent:

1. Analyses relevant existing IT processes in order to identify areas for efficiency, improvements and accordingly designs and continuously refines processes and procedures to cater for a centralised Service Desk output; documents associated roles of respective 'actors' related to these processes and procedures;

2. Performs needs analyses and feasibility studies to determine the provision of Service Delivery by the Service Desk according to Key Performance Indicators laid out in the Service Level Agreements (SLA) and Operational Agreements (OLA), providing pertinent advice and proposing solutions;

3. Analyses the functionality of the Service Desk in the handling performance of incidents and request in terms of response and resolution; reviews the SLA and OLA which have been breached, identifying ways to improve the provision of services; develops incident status reports on classified and escalated incidents that reflect the trends of improvements-delivery, as well as minimising over-due requests;

4. Participates in the ITS Change Advisory Board (CAB) by updating and following up on documentation related to operational change control and the IT Service Desk processes, including requests for change documentation by maintaining operational change control plans, schedules, status updates and quality assurance reports;

5. Facilitates testing of the functionality of the ITIL-compliant Service Desk toolset (e.g. Numara Footprints), ensuring its customisation is aligned to ITS-requirements, maintaining system documentation, as well as related technical and procedural manuals; develops and maintains the 'Service Catalogue' and relevant cost model for IT infrastructure and support services delivered by the Sub-programme, in accordance with ITIL best practice.

Requirements

- A first-level university degree in computer science, information systems, mathematics, statistics or related field. Certification in ITIL an advantage.
- At least three (3) years of relevant professional experience in in the area of planning, design, development, implementation and maintenance of service level management activities or related area, of which at least one year is in an international environment.
- Knowledge in the area of IT Service Support processes (like incident; problem; change-management).
- Good knowledge about ITIL v3
- Knowledge in the area of developing IT cost models
- Solid knowledge of Microsoft Office suite, including Microsoft Visio and Microsoft Project
- Ability to work in project environment desirable. Familiarity with IT infrastructure services and their components
- Fluency in written and spoken English. Working knowledge of other UN languages will be 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.**