



VACANCY ANNOUNCEMENT
INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME

ANNOUNCEMENT NO:	VA 13/030/ITS
PUBLICATION/TRANSMISSION DATE:	11 April 2013
DEADLINE FOR APPLICATION:	10 May 2013
TITLE AND GRADE:	Information Systems Officer, P-3 (Service Desk Lead)
POST NUMBER:	FCA-2945-P3-003
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

The Service Desk provides a single point of contact to meet the IT needs of both Users and IT employees. In addition to actively monitoring and owning incidents and user questions, and providing the communications channel for other service management disciplines with the user community, the service desk also provides an interface for other activities such as customer change requests, third parties (e.g. maintenance contracts), and software licensing. The incumbent works under the direct supervision of the Manager, IT Management and Monitoring. Expected key results are:

- Team management
- Service desk, asset management and desktop support
- Alignment of IT service desk functions with the needs of the Secretariat

Team management:

- Provides technical leadership with accountability for work plan development, delegation of responsibilities, coordination and monitoring to ensure the attainment of the unit's mandated goals and objectives in the area of service desk and asset management and desktop support;
- Manages the unit's human resource component with accountability for proposing specific work activities in accordance with evolving mandates, drafting job descriptions, drafting recruitment requests including interview questions and participation on panels, conducting performance appraisals of unit staff as first line supervisor, identifying training needs and counselling staff on performance issues as well as providing career development guidance; fosters teamwork among staff in the unit and other units in the Programme and wider secretariat.

Management of service desk, IT assets and desktop support:

- Executes the activities of the ITS Service Desk unit by leading a team of IT process and technical analysts, as well as support staff in ensuring a flexible, consistent and reliable service availability and business continuity to Secretariat-wide IT services including computer end user support (such as desktops, laptops, mobile devices, and tablet devices), as well as video

teleconferencing including WebEx and Skype and providing second line application support to SharePoint and other assigned systems;

- Implements and improves 'best-practice' related processes and standards for the Service Desk, measures and reports its operation; manages the Service Desk's workforce-planning, goals, objectives and priorities, and prepares operational plans;
- Ensures appropriate allocation of priority-levels and response-time in services provided, adequate prioritization and escalation of work orders, as well as rapid follow-up and resolution of escalated work orders; follows up work orders escalated to the other ITS teams (like network, system support, user support or information systems teams);
- Analyses Service Desk performance, incidents, problems and escalation reports to ensure that all breaches of SLAs are identified and that effective change processes and/or solutions are recommended, as well as producing comprehensive periodic reports to ITS-management;
- Maintains the knowledge-base system in the IT Service Desk tool, ensuring that the respective information is consistent and integrated, and that procedures and processes are documented, updated and reflected in the IT Service Desk tools.

Execution of assigned ITIL processes or sub processes:

- Manages full Incident Management process and sub processes related to Request Fulfilment, Access Management, Security Management, and Configuration Management;
- Manages projects and work packages related to configuration, implementation, deployment and refinement of organizational service desk tools and other projects related to the operations of the IT Service Desk and related activities (such as a migrations, upgrades and system-change of related tools and processes); ensures early consideration of Service Desk aspects are taken into account during project planning through participation as appropriate in Architecture Board and project planning activities;
- Monitors change-management processes initiated through the IT Service Desk in order to coordinate any related follow-up action with the other teams in ITS; monitors the application of appropriate configuration management processes within the ISS teams and ensures all relevant data is correct and that any major changes or deployment of software or hardware are undertaken in conjunction with the Service Asset and Configuration Process (SACM);
- Proposes changes and/or enhancements to system-processes, service level agreements (SLA) and related documentation; ensures effective functioning and integration of the ITS Service Desk as a centralized, customer-focused entity.

Other job related activity required to achieve the goals and objectives of the team, the sub-Programme, the Programme or the Secretariat:

- Monitors secretariat IT security infrastructure assigned to Service Desk including security protocols, regulations, processes and standards; conducts threat/risk assessment studies of security incidents under accountability of the Service Desk and monitors compliance with information security policies and procedures, referring problems to the appropriate programme coordinators and the ITS coordinator;
- Identifies opportunities for service enhancement and recommends to clients, senior management, and/or the ITS management team, new Service Desk related IT security initiatives for increasing productivity and reducing costs and risks;
- Ensures all equipment and software requests follow the applicable Service Level and Operational Level Agreements (OLA) and that anomalies are addressed, advising management in the event of in-consistencies.

Essential Requirements

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

Educational Background: University degree in information systems, computer science, mathematics or related area.

Experience: At least five (5) years of relevant professional work experience in planning, design, development, implementation and maintenance of computer information systems.

Specific Professional Knowledge and job-related skills:

- Incident management (ITIL); Workstation life cycle management; IT asset acquisition and life cycle management; Integrity of corporate and client applications, voice/data systems; Roll-out of support needed for enterprise software;
- Client service management and technical support; Operations upkeep and problem management of a large variety of computer platforms and equipment; Capacity and performance planning to carry out IT operations.

Language requirements: Fluency in oral and written English. Very good drafting skills. Knowledge of a second UN language is an asset.

Expected competencies

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 and promote new developments in the appropriate professional field.

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, 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\$ 56.091 to 62.803 (without dependents)
US\$ 60.091 to 67.387 (with dependents)
(Plus variable post adjustment, currently 49.2% of net salary)
plus other UN benefits as indicated in the below link.
<https://unfccc.int/secretariat/employment/conditions-of-employment.html>