UNITED NATIONS NATIONS UNIES

United Nations Logistics Base/Global Service Center
Brindisi, Italy

Open to Internal and External Candidates

VACANCY ANNOUNCEMENT

VACANCY ANNOUNCEMENT	**VA-UNLB/GSC-12-13 (001)**
DATE OF ISSUANCE	**02 July 2012**
DEADLINE FOR APPLICATIONS	**15 July 2012**
POST TITLE AND LEVEL	**Information Technology Assistant (GS-5)**
DUTY STATION	**Brindisi**
SECTION/UNIT	**CITS/Applications Support Unit**

DUTIES AND RESPONSIBILITIES

Within delegated authority, the Information Technology Assistant will be responsible for the following duties:

Desktop Administration and Configuration

- Assist in the Administration and maintenance of the UNLB Lotus Domino Mail systems and Blackberry system;
- Provide technical support for management of mission major information systems such as MARS, FPMS, Travel Authorization, UNLB Work-order Systems, Electronic Pay-slip etc.;
- Assist in the administration and maintenance of the Lotus Notes Databases, (replication, user access rights, log files etc.);
- Assist in installation, configuration, testing, deployment and support of the UNLB Domino servers including Operating Systems, Database Systems, Internet Web software, firewall;
- Work with senior IT staff on the definition and specification of requirements and build, test and modify prototype application software based on detailed instructions;
- Provide technical support in the planning, specification, design, development, implementation and maintenance of customized application software systems;
- Assist in the preparation of technical and user documentation, as well as in the production of training materials;
- Maintain regular contact with users and technical staff in user offices and provide support as required;
- Install application systems software hardware according to specifications;
- Act as focal point for receipt and processing of user requests;
- Assists in monitoring personal computers running the UN software delivery system to ensure that software distributions are being delivered correctly.
- Assist in performing software distribution updates, scripting, testing and support.
- Performs research into new versions of centrally supported software and performs beta testing, production rollout and post production support.
- Performs 2nd level desktop troubleshooting in conjunction with the Help Desk.
- Maintains and updates files (electronic and paper) and internal databases.
- Performs other related duties as required.

Server Operations and Administration

- Assists in routine installation, configuration, testing and deployment of server hardware and software, including Local Area Network, Operating Systems, Electronic mail, Unix, Linux, Lotus Notes, mail relay, and various security software.
- Assists in routine administration, operation, technical support, and monitoring of server systems.
- Undertakes routine troubleshooting of server systems. If the problem persists, escalates to higher level in accordance with procedures.
- Performs routine 24x7 operations of assigned systems.
- Assists in responding to requests from user offices and assists in deploying/configuring systems so as to conform to infrastructure standards
- Implements backups of servers following standard backup procedures.
- Collects various statistics on the performance and reliability of server systems, and produce pertinent reports.
- Maintains the documentation of server systems, pertinent to operations and system administration.
- Performs other related duties as required.

Service Installation and Support

- Receives and logs problem calls or service requests in the automated tracking system with minimum delay.
- Provides basic training to end-users on the use of standard systems.

- Logs all actions in the automated tracking system, including site survey information, steps taken to resolve problem or to complete task, problems encountered, current status, etc.
- Escalates problems to the appropriate parties in accordance with established procedure;
- Detects problem patterns and recommend solutions.
- Keeps abreast of developments in technology both in the UN and in the industry in general.
- Performs other related duties as required.

COMPETENCIES:

Professionalism: Knowledge of information technology and applications, including computer system networks. Good technical skills, ability to conduct network maintenance, provide server services and user support. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning& Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

Accountability: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Creativity: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

Client Orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Commitment to Continuous Learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

MINIMUM QUALIFICATIONS AND SKILLS

Education: Possession of High School diploma or equivalent. Advanced studies in Lotus Notes, supplemental courses and/or technical certificate in software systems development or other related field are desirable. Knowledge and specific training in AJAX, C++, Lotus Notes, Linux, Java and mobile applications is an asset.

Experience: Minimum five years of experience in information technology or related area with three years working on the configuration, installation and maintenance of Lotus Notes domino server and clients.

Languages: Fluency in oral and written English; knowledge of another official United Nations language is an advantage.

Other skills: Valid driver's license.

The United Nations is an Equal Opportunity Employer. In an effort to improve the gender balance within the organization, female candidate are strongly encouraged to apply.

Interested candidates who possess the relevant qualifications and experience, and are either EU nationals or possess the right to live and work in the EU, should submit an up-to-date UN Personal History Form (P.11) quoting **Vacancy Announcement No. UNLB/GSC-12-13(001)** by email only to: personnel@unlb.org.

Please indicate VA-UNLB/GSC-12-13(001) in the subject line of your e-mail.

APPLICATIONS MUST BE RECEIVED BY THE DEADLINE: 15 JULY 2012