



POSITION TITLE:	Information & Communications Technology Officer	GRADE LEVEL:	P-4
ORGANIZATIONAL UNIT:	Decentralized Offices Information Technology Branch, CIOF Chief Information Officer Division, CIO	DUTY STATION:	Cairo, Egypt
		DURATION *:	Fixed term: 3 years
		POST CODE/N°:	0901407
		CCOG CODE:	1A05

Applications from qualified women as well as from qualified nationals of non-and under-represented member countries are encouraged

DUTIES AND RESPONSIBILITIES

Information and Communications Technology Officers are CIO Division staff, out-posted to Regional Offices of the Organization and reporting to the Chief, Decentralization Offices Information Technology Branch (CIOF).

Under the general guidance and supervision of the Chief, Decentralized Offices Information Technology Branch (CIOF), the incumbent will be responsible for providing Information and Communications Technology (ICT) support services to FAO's regional decentralized sites, including the offices in the assigned Duty Station. Specifically, the incumbent will:

- Be responsible for the delivery of CIO's ICT operations and maintenance of decentralized ICT services and infrastructure (e.g. servers, file/print services, e-mail, backups, telephone systems, etc.) effective communications among regional teams, HQ, customers and major stakeholders;
- Participate in CIO ICT projects;
- Perform or oversee account, server and systems security management in collaboration with CIOF staff including operations in remote sites;
- Ensure ICT support is provided to FAO projects;
- Lead the identification, definition, planning and rollout of CIO services and work plans;
- Ensure effective support by external contractors/other UN agencies, as necessary, and manage related ICT contracts, investment plans and budgets;
- Be responsible for the equipment life-cycle management;
- Develop yearly plans based on office and user requirements;
- Develop and maintain a disaster recovery plan, and ensure that it is periodically tested;
- Contribute to overall CIO service strategy, design, guidance, policy and standards;
- Coordinate provision of support of IT functions for the FAO Regional Conference;
- Assess and monitor the Office's Minimum Security Telecommunications Standards (MISTS) compliance status and collaborate with other agencies as required, in particular with the Field Security Coordinator;
- Supervise the installation of MISTS equipment (e.g. Codan or other brand radios), and ensure that staff are trained in its use;
- Perform other related duties as required.

MINIMUM REQUIREMENTS

Candidates should meet the following:

- University degree in Computer Sciences, Engineering, Mathematics or other closely related field of specialisation
- Seven years of relevant experience in providing and managing ICT support and services, including experience in leading service planning exercises and operational support work, project rollouts and managing large-scale operations based on Microsoft Windows server and application technologies, clustering and virtualization platforms
- Working knowledge of English and limited knowledge of Arabic or French

SELECTION CRITERIA

Candidates will be assessed against the following:

- Extent of experience in managing the support and maintenance of Microsoft server platforms, Active Directory Services, messaging and mobility solutions and Telecommunication networks and equipment within large-scale LAN and WAN environments.
- Demonstrated ability in planning, organizing and delivering quality results.
- Demonstrated ability in working together in teams and partnerships and managing people.
- Demonstrated ability to communicate technical issues.
- Extent and level of experience in project management and execution, using formal methodologies such as PRINCE2 and ITIL standards.
- Extent and relevance of academic qualifications and certifications from approved IT institutions (e.g. Microsoft and Cisco, PMI, etc.).

Please note that all candidates should possess computer/word processing skills and should be capable of working with people of different national and cultural backgrounds.

* **The length of appointment for internal FAO candidates will be established in accordance with applicable policies pertaining to the extension of appointments**

REMUNERATION

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, click on the following link: <http://icsc.un.org/>

TO APPLY: Carefully read and follow the Guidelines to applicants

Send your application to:
V.A 2567-CIO
O. Hajjar, CIOF
FAO Viale delle Terme di Caracalla 00153 Rome ITALY
Fax No: +39 06 57056204
E-mail: VA-2567-CIO@fao.org

Please note that FAO staff members are international civil servants subject to the authority of the Director-General and may be assigned to any activities or office of the organization.

FAO IS A NON-SMOKING ENVIRONMENT

