



Issued on: 25 September 2012

Deadline For Application: 23 October 2012

POSITION TITLE:	Systems Support Officer	GRADE LEVEL:	P-3
		DUTY STATION:	Rome
ORGANIZATIONAL UNIT:	Operations Information Systems, CIOO Information Technology Division (CIO)	DURATION *:	Fixed term: 2 years
		POST CODE/N°:	1012630
		CCOG CODE:	1A05

**Applications from qualified women as well as from qualified nationals of non-and under-represented member countries are encouraged
Persons with disabilities are equally encouraged to apply
All applications will be treated with the strictest confidence**

DUTIES AND RESPONSIBILITIES

Under the overall guidance of the Chief, Operations Information Systems Branch and the direct supervision of the relevant CIOO Team Leader, the incumbent will perform activities associated with delivery of services across the complete life cycle of software applications. In particular, the incumbent will:

- liaise with business focal points and technical counterparts to ensure that the managed information systems portfolio remains "fit for use" and "fit for purpose" based on defined service levels and confirmed requirements;
- manage and optimize technical workload and properly prioritize activities, regularly monitoring progress of tasks assigned to staff within the team;
- coordinate, guide and monitor progress of tasks assigned to staff within the team;
- provide technical advice on information system analysis, software development and implementation;
- provide second and third-level technical support and problem resolution;
- provide status and/or escalation reports to supervisors on a regular basis;
- perform other related duties as requested.

MINIMUM REQUIREMENTS

Candidates should meet the following:

- University Degree in Computer Science, Engineering, Mathematics, Statistics, or in other field related to the activity of the Organization
- Five years of relevant experience in developing, implementing and supporting complex Information Systems
- Working knowledge of English, French or Spanish and limited knowledge of one of the other two or of Arabic, Russian or Chinese

SELECTION CRITERIA

Candidates will be assessed against the following:

- Relevance and extent of experience coordinating teams providing services across the complete lifecycle of information systems underpinned by various technologies and utilized by a large and diverse user-base located in multiple locations worldwide
- Extent of development and support experience in the area of web-based information systems using development tools and environments such as Java/JSP, Adobe/Flex, Apache/Tomcat, MySQL, Oracle RDBMS, and FileNet in Windows and Linux operating environments
- Extent of experience and knowledge of Service Management and Project Management methodologies, such as ITIL and Prince2
- Demonstrated ability to analyse complex matters, including ability to solve problems quickly and tactfully, exercise sound judgement and decision making
- Quality of both oral and written communication skills including ability to write clear and concise reports and proposals

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: visit the iRecruitment website at

<http://www.fao.org/employment/irecruitment-access/en/>

and complete the on-line application

In order for your candidature to be properly evaluated, please ensure to complete the on-line application in all sections.

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

