Food and Agriculture Organization of the United Nations

PROFESSIONAL VACANCY ANNOUNCEMENT Nº: IRC2291

Issued on: 25 February 2013
Deadline For Application: 26 March 2013

POSITION TITLE:	**Information & Communications Technology Support Officer**	**GRADE LEVEL:**	**P-2**
		DUTY STATION:	**Accra, Ghana (RAF)**
ORGANIZATIONAL UNIT:	**Regional Office for Africa (RAF)**	**DURATION *:**	**Fixed Term: 2 years**
		POST CODE/Nº:	**Unidentified**
		CCOG CODE:	**1.A.05**

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
The incumbent may be re-assigned to different duty stations within the region depending on the evolving needs of the Organization

DUTIES AND RESPONSIBILITIES

Under the overall managerial and administrative supervision of the Assistant Director-General of the Regional Office for Africa, the direct supervision of the Administrative Officer and the functional supervision and oversight of the Information Technology Division (CIO), the incumbent will be responsible for providing information and communications technology (ICT) support services to all FAO's decentralized sites within the region covered by the Regional Office for Africa (RAF). In particular, the incumbent will:

- coordinate technical support of the ICT Service Desk, including to FAO projects in the region and to the Regional Conference, in line with the corporate ICT service strategy, design, guidance, policy and standards;
- provide technical support to ICT operations and maintenance of ICT services and infrastructure (e.g. servers, file/print services, e-mail, backups, telephone systems, etc.) and ensure effective communication among the Office Technology Coordinator/Information Resource Clerk network, IT Division, customers and major stakeholders;
- operate and maintain the disaster ICT recovery plan, and ensure that it is periodically tested;
- provide technical support to and monitor the Office's Minimum Security Telecommunications Standards (MISTS) equipments and compliance status, in collaboration with other agencies and in particular with the Field Security Coordinator; ensure staff is trained in the use of the MISTS equipment;
- participate in global ICT projects affecting the region; including assisting with the collection of regional IT operational needs as input for the development of the Global ICT strategy;
- perform or oversee account, server and systems security management of ICT systems and operate hardware, including backups in line with corporate standards;
- coordinate effective support from external contractors and/or other UN agencies as necessary and provide assistance with ICT contracts, plans and budgets;
- provide assistance with the IT equipment life-cycle planning;
- ensure alignment of ICT service policies with corporate ICT standards;
- perform other related duties as required.

MINIMUM REQUIREMENTS

Candidates should meet the following:

- University degree in Computer Sciences, IT Engineering, Mathematics or related fields.
- Three years of relevant experience in providing IT support and services.
- Working knowledge of English and limited knowledge of French, Spanish, Arabic, Russian or Chinese.

SELECTION CRITERIA

Candidates will be assessed against the following:

- Relevance and extent of experience in providing support and maintenance of Microsoft server platforms, Active Directory Services, messaging and mobility solutions, Telecommunication networks and equipment within large-scale LAN and WAN environments.
- Relevance and extent of experience in providing technical support to large-scale operations based on Microsoft Windows server and application technologies, clustering, virtualization platforms and both local and wide-area networking.
- Ability to coordinate delivery of IT services.
- Ability in fostering team work and building good working relationships with clients.
- Quality of both oral and written communication skills.
- Relevance and extent of experience in Microsoft environments and networking.
- Relevance of academic qualifications and certifications from approved IT institutions (e.g. Microsoft and Cisco, PMI, etc.).
- Limited knowledge of French would be an asset.

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 application to be properly evaluated, please ensure that all sections of the on-line application are completed.

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