



CALL FOR EXPRESSIONS OF INTEREST

Business/System Analyst – Consultancy Roster

Contract duration: 3 to 11 months

Vacancy No. IRC2686

Deadline for Applications: 15 January 2015

FAO's vision is a world free of hunger and malnutrition where food and agriculture contributes to improving the living standards of all, especially the poorest, in an economically, socially and environmentally sustainable manner.

FAO's Shared Services Centre (SSC) in Budapest is calling for expression of interest to identify qualified candidates for potential assignments as Business/System Analyst. The SSC in Budapest has been operational since January 2008, currently employing around 150 persons its main task is to provide administrative services to FAO offices worldwide.

The SSC office in Budapest uses Oracle ERP R12 and other corporate management systems that require continuous improvement. The SSC is also currently carrying out a project to implement a Single Point of Contact and related process and technology changes to enhance high customer service orientation.

Tasks and responsibilities:

The incumbent will work under the supervision of an SSC Officer and be part of the business analysis team.

In particular the incumbent will be involved in

- (1) Oracle ERP system functional changes and
- (2) Implementation of Single Point of Contact

Activities:

- Document AS-IS and TO-BE processes in relation to process and system changes
- Write relevant project and design documents
- Coordinate or participate in system testing activities, including writing test plans and test cases, and documenting test results
- Coordinate or participate in deployment activities, including development of training materials and procedures, user identification and provision, organizing and running information sessions etc.
- Support end users and other team members in activities related to the achievement of the project objectives
- Perform any other project related duties

Outputs:

- Project documents
- System design documents
- System test documents
- Training materials
- Procedures

Candidates should meet the following requirements:

- Strong academic background in business administration, IT, change management or other related field. Bachelor degree or higher is required
- Experience in large scale business change management and/or system implementation initiatives
- Good knowledge of modern client servicing technology and the SSC industry AND/OR good knowledge of Oracle ERP Human Resources and Finance modules
- Experience working in an international environment preferred
- Fluency in English (written and oral). Working knowledge of French, Spanish, Arabic, Chinese or Russian will be considered an asset.
- Ability to think and work logically and precisely with attention to detail. Initiative, sound judgment and demonstrated ability to work with personnel of different national and cultural backgrounds.

Additional Information

FAO seeks gender, geographical and linguistic diversity in its staff and international consultants in order to best serve FAO Members in all regions.

All candidates should adhere to FAO values of Commitment to FAO, Respect for All and Integrity and Transparency.

How to apply

All applications are to be made through FAO's **iRecruitment** system. Click on the link below to access **iRecruitment**, complete your online profile and apply for this Call for Expression of Interest.

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

In order for your application to be properly evaluated, please ensure that all sections of your iRecruitment account are completed. Incomplete applications will not be evaluated.

If you need help, or have queries, please contact: iRecruitment@fao.org