



## Food and Agriculture Organization of the United Nations

### PROFESSIONAL VACANCY ANNOUNCEMENT N°: IRC2813

Issued on: 16 March 2015

Deadline For Application: 6 April 2015

POSITION TITLE:	Information Technology Officer (Global Service & Support)	GRADE LEVEL:	P-3
ORGANIZATIONAL UNIT:	Information Technology Division (CIO)	DUTY STATION:	Rome, Italy
		DURATION *:	Fixed-term: 2 years
		POST NUMBER:	2005101
		CCOG CODE:	1A05

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

**Qualified female applicants and qualified nationals of non-and under-represented member countries are encouraged to apply.**

**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 activities and/or duty stations depending on the evolving needs of the Organization.**

#### Organizational Setting

The Information Technology Division (CIO) is responsible for all IT activities within the Organization.

CIO performs on behalf of the Organization the following critical roles: defining FAO IT policies and providing strategic advice on IT architecture and standards, governance, policy and operational matters while monitoring organizational compliance; defining the mechanisms for managing FAO's information and data; protecting FAO's information assets and ensuring confidentiality, integrity and availability; ensuring provision of IT services that are core for the Organization's global operations and supporting the information and business processes; coordinating organization-wide IT activities in order to reduce duplication and fragmentation and to increase integration of information data, systems and platforms, mobilizing IT resources from across the Organization.

The post of Information Technology Officer is located in HQ, in the Global Service & Support unit.

#### Reporting Lines

The Information Technology Officer reports to a senior Information Technology Officer, Global Service & Support.

#### Technical Focus

Provide effective monitoring and support to the FAO user community on IT services. The incumbent will focus on overseeing the operational aspects of the IT Service Delivery. These functions comprise monitoring and support to the first-line IT Support community for IT and Voice services, coordinating communications with user and IT support communities and coordinating support amongst the CIO technical teams for infrastructure and services. He/she also oversees security and identity management operations related to user community operations.

#### Key Results

Perform activities related to the design, development, implementation, deployment, quality assurance, documentation, support and operation of ICT products, Technology, Systems and/or Applications.

#### Key Functions

- Performs one or more activities relating to the ICT product, technology, system or application life cycle: (a) business needs; (b) requirements definition; (c) ICT solution options; (d) IT solution design; (e) implementation and testing; (f) deployment; (g) documentation; (h) support and maintenance, according with CIO's policy, standards and procedures;
- Identifies, assesses and manages ICT operational risks proposing mitigation activities and submitting ICT risk information;
- Participates in the definition of the overall programme of work, ensuring its consistency with the overall strategic vision and enterprise architecture;
- Contributes to service improvement programs and initiatives to ensure the Division is well placed to challenge existing business needs and contributes to introduce change to create improvement opportunities;
- Monitors, audits and reports on service performance to identify and address areas of risk; ensures compliance with agreed service-level expectations. Contributes to periodic reviews and updates of the strategic vision to ensure it is relevant and up-to-date;
- Liaises with relevant CIO teams that provide input to the programme of work to ensure that the programme is in line with overall CIO direction and processes;
- Produces status reports, author documentation and prepares presentations for management.

#### Specific Functions

- Oversees day-to-day operations of the IT Services, including coordinating the operational and service units within the wider team aimed at user community support
- Setups a monitoring system for FAO major systems and services to be used by the Service Desk in HQ and the Integrated Service Desks in the Regional Offices. Implements an alert workflow for signalling major systems incidents to technical teams for resolution
- Ensures continuous operation of monitoring system and that calls are opened in incident tracking system as alerts are notified

- Coordinates service communications with users, including technical support teams in HQ and Decentralized Offices
- Provides technical coordination of support teams/staff/consultants with the objective of performing within defined SLAs. Escalates when SLA breaches exceed defined threshold
- Ensures support processes are adhered to, including use of incident system adopted by FAO
- Monitors call queues and alerts to ensure that they are assigned within defined SLA. Escalates when SLA breaches defined threshold
- Provides guidance to HQ and Decentralized staff liaising with technical teams as necessary
- Works with QA to ensure that systems are documented and the knowledge base for technical interventions is updated accordingly
- Coordinates the provision of AD-hoc IT support, works and services including for FAO events and meetings. Organizes out of hours coverage and services as needed. Provides cost quotations to requesting units and ensures recovery of costs through the administrative unit
- Proposes and follows through changes to support processes to ensure constant alignment to business needs

---

## CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

### Minimum Requirements

- Advanced university degree in Computer Science, Information Technology, Engineering or a related field
- Five years of relevant experience in IT users, hardware and network support
- Working knowledge of English, French or Spanish and limited knowledge of one of the other two or Russian, Arabic, or Chinese

### Competencies

- Results Focus
- Teamwork
- Communication
- Building Effective Relationships
- Knowledge Sharing and Continuous Improvement
- Problem analysis and solving

### Technical/Functional Skills

- Work experience in more than one location or area of work, particularly in field positions is desirable
- Excellent analytical and problem solving skills
- Excellent communication and operational skills
- Ability to lead a team
- Extent and relevance of experience with and knowledge of Microsoft operating environments, including good knowledge of AD, Exchange, Microsoft Client and Server OSs and generalist networking generalist knowledge.
- Ability to document clearly and concisely technical and user procedures
- Ability to provide client-oriented services
- Extent and relevance of knowledge of cabling and telephone management
- Extent and relevance of administrative experience (orders, payments, tenders, vendor relations)

---

Please note that all candidates should adhere to *FAO Values of Commitment to FAO, Respect for All and Integrity and Transparency*.

---

### ADDITIONAL INFORMATION

- All candidates should possess computer/word processing skills.
- Evaluation of qualified candidates may include an assessment exercise which will be followed by a competency-based interview.
- Your application will be screened based on the information provided in your iRecruitment online profile (see "How to Apply"). We strongly recommend that you ensure that the information is accurate and complete including employment record, academic qualifications and language skills.
- Please note that FAO will only consider academic credentials or degrees obtained from an educational institution recognised in the IAU/UNESCO list.
- Other similar positions at the same level may be filled from this vacancy notice and the endorsed candidates will be considered for the Employment Roster for a period of 2 years.
- Candidates may be requested to provide performance assessments.

---

### 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/rootindex.asp>.

---

## HOW TO APPLY

To apply, visit the iRecruitment website at <http://www.fao.org/employment/irecruitment-access/en/> and complete your online profile. Only applications received through iRecruitment will be considered.

Candidates are requested to attach a letter of motivation to the online profile.

Vacancies will be removed from iRecruitment at 23:59 Central European Time (CET) on the deadline for applications date. We encourage applicants to submit the application well before the deadline date.

If you need help, or have queries, please contact: [iRecruitment@fao.org](mailto:iRecruitment@fao.org)

**FAO IS A NON-SMOKING ENVIRONMENT**