



**Food and Agriculture Organization
of the United Nations**

CALL FOR EXPRESSIONS OF INTEREST

Windows Systems Support Specialist Junior

Contract duration: **11 months**

Vacancy No. **IRC3436**

Deadline for Applications: **8 July 2016**

Tasks and responsibilities:

In the context of the FAO IT Infrastructure group, under the supervision of the designated Officer, the Windows Systems Support Specialist Junior, Consultant will perform the following tasks:

- Install, deploy physical and/or virtual servers (VMWare and/or Hyper-V) located in the HQ data centre following FAO security and installation policies and standards;
- Ensure software patches, security and operating system updates are correctly deployed on all servers, both in HQ and in Decentralized Offices;
- Resolve server hardware and/or software problems reported by Global Service Desk for servers located worldwide;
- Provide support to FAO's Active Directory forest by managing users, security groups, printers and OUs as required;
- Provide remote assistance to HQ and decentralized office IT support teams for all server related issues;
- Ensure regular monitoring of corporate infrastructure services and servers;
- Ensure server backup operations successfully executed both in HQ and in decentralized offices;
- Assist in capacity planning for servers, disk space and associated backup devices;
- Ensure all inventory and asset information is maintained up-to-date at all times;
- Draft documentation of systems and operating procedures, and
- Perform any other duties as required.

Expected Outputs:	Required Completion Date:
<ul style="list-style-type: none">• All support calls not received in the FAO service desk system effectively logged (LANDesk Service Desk);• All support calls are responded to in a professional manner and to agreed service levels. Performance will be measured on Average Initial Response Time and First Time Resolution Rates;• All new server deployments are delivered to FAO standards and in a professional manner;• All corporate infrastructure services and servers effectively monitored to ensure all issues resolved without user escalation;• All documentation and operating procedures written in clear and concise English and delivered within agreed timeframes;	daily based on agreed work-plan

Candidates should meet the following requirements:

Minimum Requirements

Academic Qualifications

University degree in computer sciences or related field.

Technical Competencies and Experience Requirements

- Minimum 1 year of experience working on large Enterprise Active Directory environments (10+ Domains);
- Experience in installing and configuring physical Microsoft Windows servers (2008R2, 2012R2)
- Experience with virtualization technologies (creation of virtual instances, management of virtualization console) in VMware or Hyper-V;
- ITIL certification;
- English (written and spoken) language skills with the ability to express technical matters: minimum level B

Selection criteria

- years of experience
- field of work and area of speciality
- education
- language
- assessments through interview

Additional Information

Payment conditions: the daily honorarium will be paid monthly on when-actually-employed basis and will be defined depending on relevant qualifications and work experience.

Schedule of work: The incumbent will be required to work and be present on the premises during the standard office hours of the duty station (from 8.30 till 17.00 for HQ), unless otherwise agreed with the supervisor. The working time will be reported in the internal timesheet system.

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.

Applications received after the closing date will not be given consideration. Only short listed candidates will be contacted

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