



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

## **CALL FOR EXPRESSIONS OF INTEREST**

### **Unified Communications Analyst (IT division) (COF.REG, Cat. C)**

Contract duration: **6 months**

Vacancy No. IRC3510

Deadline for Applications: **27 August 2016**

#### **Tasks and responsibilities:**

Under the general supervision of the CIO Senior Officer and coordinated directly by the Unified Communications Project Manager, the incumbent will perform the following duties with respect to the information systems administration, in particular for the tasks related to the corporate systems administration of Unified Communications all over the organization:

1. Act as a support analyst for the day-to-day technical support of the Unified Communications infrastructure that is based on the Microsoft Skype for Business and Polycom Video Conferencing products.
2. Under the supervision of a project manager, contribute to the roll out of extensions and handsets as a point of contact within the IT division to ensure the highest level of performance;
3. Liaise with Server, Network and Information Security teams for the support of Skype for Business components and support of related issues;
4. Follow technical best practices for the maintenance of the Skype for Business system platform, in particular for the tasks related to the user administration, extension management, monitoring, system administration and configuration and change management;
5. Ensure the integration of the Skype for Business services with Polycom Video Conferencing, Active Directory, Domain Controllers, DNS, Reverse Proxies, Firewalls, Backup devices, and other related network equipment;
6. Perform troubleshooting to resolve systems and user problems (during business hours and outside office hours in case of emergency and if requested by the Systems Support Officer);
7. Act as second level support to the IT Service Desk to resolve tickets relating to the Unified Communications infrastructure;
8. Maintain updated documentation of all of the above in English; and
9. Other related duties as necessary.

All work will be undertaken in compliance with the appropriate organizational standards and procedures. More specifically all configuration changes will follow the Information Security and Change Management Procedures established by the IT division.

<b>Expected Outputs:</b>	<b>Required Completion Date:</b>
- Monitoring and troubleshooting regularly carried out according to procedures	28-Feb-2017
- Service Desk tickets are acted upon within defined service levels	28-Feb-2017

- Requests for new extensions and updates are completed within defined service levels	28-Feb-2017
- The Unified Communications system is managed according to defined operational guidelines	28-Feb-2017
- Configuration changes follow authorized procedures and with relevant system documentation updated	28-Feb-2017

## **Candidates should meet the following requirements:**

### **Minimum Requirements**

#### ***Academic Qualifications***

Advanced university degree (Master's degree or equivalent degree) in Computer Science, Mathematics, Business Administration, or a related field.

#### ***Technical Competencies and Experience Requirements***

- At least 5 years of experience in telecommunications and/or unified messaging environment; including, but not limited to e-mail, VoIP telephony, and server-based fax systems.
- Knowledge of Microsoft Lync/Skype for Business 2015 Server and Exchange2013, including troubleshooting, system monitoring, and administration.
- Experience managing desktop clients such as Outlook, Outlook Web App, Microsoft Lync/Skype for Business
- Experience in Scripting/Automation tools such as PowerShell, Bash, and Perl.
- Experience in Analysis, diagnosis, and resolution of problems with the configuration and operation of VoIP telecommunications systems and/or messaging systems and collaboration tools in a complex multi-vendor environment.
- Experience in customer support operations related to end-user setup and management, such as telephone configurations in Skype for Business, mailbox configurations in Exchange/Outlook, Lync account provisioning, etc.
- Excellent written and oral communication skills in English;
- Excellent time management skills with the ability to multi-task;

#### ***Optional Technical Competencies and Experience for Consideration***

- Knowledge of current telecommunications technology, industry standards for carrier interfaces, transport framing, protocols, IP networking, including switching, routing, IP addressing, DHCP, DNS, Real Time Protocol, H.323, MGCP, SCCP, SIP.
- Knowledge of Messaging support technologies including Windows Server, Active Directory, IIS, SCOM, Message Stats, and SQL a plus.
- Experience testing and implementing new software releases, patches, hot fixes in a lab environment to troubleshoot/prevent problems before production implementation is a plus.
- Knowledge of infrastructure management techniques (ITIL) such as change management, problem management, release management, configuration management and/or system lifecycle.

### **Selection criteria**

- years of experience
- field of work and area of speciality
- education
- language
- optional technical competencies and experience
- 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 up to within a range from 270 USD to 300 USD.

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](mailto:iRecruitment@fao.org)