



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

CALL FOR EXPRESSIONS OF INTEREST

Network Support Specialist

Contract duration: **11 months**

Vacancy No. IRC3566

Deadline for Applications: **23 September 2016**

Tasks and responsibilities:

- Responsible for the correct operation of the FAO global network and communications infrastructure (LAN/WAN) in line with FAO policies and procedures
- Monitor and troubleshoot status of network and communications devices such as routers, firewalls, switches, network optimization devices and their performance, among other tasks such as scheduled tasks, backups of device configurations, integrations, routing tables, firewall accesses and reports from automated monitoring tools
- Perform daily operational housekeeping activities such as VLAN and firewall rules management, logs reviews, firmware updates, network cabling reviews, core infrastructure optimization, etc.
- Install, configure and manage network and communications devices and keep the configuration up-to-date to ensure the correct operation of the global network and communications infrastructure
- Perform second and third level problem resolution on the global network and communications infrastructure for all users in HQ and in decentralized offices
- Work with vendor support contacts to resolve technical issues relating to all network devices and ISP contract activities and performance (including VSAT links)
- Be a relevant player in the modernization of FAO's infrastructure by creating RFC's and modernization plans for the global network and communications infrastructure
- Assist with capacity planning and project activities involving global network and communications infrastructure by providing technical guidance as needed
- Implement preventive maintenance in order to identify problems, bottlenecks and opportunities of improvement
- Promote improvements to, and contribute to the security of, the infrastructure by adopting best-practices, emerging technologies and high security standards
- Contribute to the technical growth of the team and draft technical/operational documentation to maintain the operational framework up-to-date
- Any other duties as required

All work will be undertaken in compliance with the appropriate organizational standards and procedures and all IS/ICT products will conform to IT divisional technical, security and quality standards.

Candidates should meet the following requirements:

Minimum Requirements

Academic Qualifications

Advanced university degree in computer science, engineering, communications, mathematics or other closely related fields

Technical/Functional Skills and Experience Requirements

- Minimum 7 years of experience managing and configuring Cisco and Juniper devices, routers, switches firewalls, network optimizers, etc.
- Seven years of relevant experience in the field of information and communications technology

- Extent and relevance of experience operating with IP networks using technologies such as VLANs, routing, traffic shaping, firewall configurations and high availability, among others
- Extent and relevance of experience in user support with service oriented and good problem solving skills related to IT-issues
- Extent and relevance of experience in supporting information technologies and communications within large-scale LAN and WAN environments
- ITIL v3 foundation and Cisco CCNA/CCDA certifications highly desirable
- Working knowledge (Level C) of English

Competencies

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

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.

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