



Issued on: 17 May 2017

Deadline For Application: 31 May 2017

JOB TITLE: IT Support Specialist

TYPE OF CONTRACT: Consultant / PSA

DUTY STATION: Rome, Italy

ORGANIZATIONAL UNIT: INFORMATION TECHNOLOGY DIVISION

DURATION: 6 months

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

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.

Organizational Setting

The CIO defines FAO IT policies, strategy, architecture and standards and monitors organizational compliance and the mechanisms for managing FAO's information and data, on behalf of the business owners, avoiding duplication and ensuring security.

This job is located in the service desk, which falls within the IT services Unit of the Information Technology Division (CIO).

Reporting Lines

Under the direct supervision the Service Desk team leader and the overall supervision of the Senior IT Services Officer CIO, the consultant will be responsible for the daily provision of IT support to users.

Tasks and responsibilities

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

- Receive user requests for IT services and/or support through a multi-channel single point of contact (ticketing system, email, phone, WhatsApp, S4B, walk-in, etc.) and raise service desk tickets as per established procedure;
- Ensure proper ticket classification and routing of incidents and service requests to appropriate IT support teams as needed;
- Follow-up on all tickets prior to SLA breach;
- Monitor ticket queues world-wide and ensure no backlog of incident tickets and all service requests within established SLA;
- Verify customer satisfaction post service provision – daily direct (phone) sampling of users for whom incidents and service requests have been resolved;
- Escalate to Service Desk Team leader for IT problem resolution and coordination;
- Highlight issues in procedures and maintain all service desk procedures and documentation up-to-date on the workspace;
- Assist in the root-cause analysis of issues and problems to ensure resolution;
- Produce weekly reports on IT service status (including Core SLA compliance, mailing-list, GRMS role and security group clean-up status);
- Provide technical support to meetings and conferences and provision of support during extended hours as needed;
- Perform any other duties as required.

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 incumbent will be required to provide support out of business hours during major events and conferences and may be requested to work or be on-call during week-ends during major incident handling.

Expected Outputs

- All Incidents are monitored, logged and escalated to management as needed. Issues are prioritized and exceptions are escalated to management
- Provision of user support.
- Operating procedures and documentation are kept up to date and information dissemination to all IT Support groups is guaranteed.
- IT Security procedures and managed and executed in line with established procedures and response levels.
- IT performance reports issued on agreed schedule.
- Direct IT Support is guaranteed to business units subscribing to CIO technical support, for all OTC-type duties, during Official FAO Business hours and during major events/meetings as needed.
- Timesheet submission completed as requested.

CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

Minimum Requirements

- University degree in a related technical discipline or the equivalent combination of education, technical certifications or training, or work experience.
- 1-3 years of directly related experience supporting help desk operations
- Working knowledge of English

Competencies

- At least two years of IT customer service experience (mostly windows systems and tools)
- Thorough knowledge of service desk operations
- Strong analytical, problem solving and troubleshooting skills
- Understanding of service levels
- Demonstrated ability to interact with peers in a professional manner
- Demonstrated ability to communicate in English, concisely in writing and verbally
- Ability to take instructions from management and ensure follow up

FAO Core Competencies

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

Technical/Functional Skills

- At least two years of IT customer service experience (mostly windows systems and tools)
- Thorough knowledge of service desk operations
- Strong analytical, problem solving and troubleshooting skills
- Understanding of service levels
- Demonstrated ability to interact with peers in a professional manner
- Demonstrated ability to communicate in English, concisely in writing and verbally
- Ability to take instructions from management and ensure follow up

Selection Criteria

- Proven experience in information and technology, especially in user support and service desk
- Able to operate effectively in a team, contributing positively to team operations and working relationships
- Sound oral and written communication skills
- Interview will be carried out to further evaluate the candidates.

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

ADDITIONAL INFORMATION

- All applications will be reviewed and qualified applicants will be contacted for interviews.
- FAO seeks gender, geographical and linguistic diversity in its staff and international consultants in order to best serve FAO Members in all regions.
- 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 150 USD to 170 USD.
- FAO does not charge a fee at any stage of the recruitment process (application, interview meeting, processing).
- Incomplete applications will not be considered. If you need help, or have queries, please contact: iRecruitment@fao.org
- Applications received after the closing date will not be accepted.
- Only language proficiency certificates from UN accredited external providers and/or FAO language official examinations (LPE, ILE, LRT) will be accepted as proof of the level of knowledge of languages indicated in the online applications.
- For other issues, visit the FAO employment website: <http://www.fao.org/employment/home/en/>

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

