



Issued on: 10 October 2017

Deadline For Application: 24 October 2017

JOB TITLE: Customer Relationships

TYPE OF CONTRACT: Consultant or PSA.SBS

DUTY STATION: Rome initially and potentially one of
FAO's major FAO Decentralized
Offices

ORGANIZATIONAL UNIT: INFORMATION TECHNOLOGY DIVISION

DURATION: Up to 11 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 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.

Reporting Lines

Under the direct supervision of the Information Technology Officer (Customer Relationships), the consultant will act as Customer Relationships performing the following functions.

Technical Focus

Maintain and improve business relationships between the Information Technology Division and other FAO Business Units, acting as liaison between the IT Division teams and FAO Headquarters, Regional Offices, Decentralized Offices and FAO Projects worldwide.

Tasks and responsibilities

- Conduct analysis in complex business situations and coordinate appropriate involvement of all stakeholders to achieve expected results.
 - Participate in planning in FAO Business Units, ensuring alignment of IT investment with IT strategies, architecture and policies.
 - Establish and maintain effective working relationships with FAO Business Units (HQ, Regional Offices, Decentralized Offices and FAO Country Projects), and gain knowledge and understanding of their business context, capabilities, needs and priorities.
 - Work with assigned focal points in Business Units to understand their IT-related initiatives and investments, and participate in the formal endorsement process by IT Division.
 - Liaise with IT Division's teams and ensure that information on corporate IT initiatives, and IT Division's products and services, is available to all FAO offices. Keep IT Division informed about the high level needs and plans of the assigned FAO business units.
 - Contribute to the definition of FAO IT governance processes and their rollout, as needed.
 - Participate in internal and external meetings and workshops.
 - Perform other related duties as required.
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CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

Minimum Requirements

- **For Consultants:** Advanced university degree in Computer Science, IT Engineering, Professional Software Engineer or closely related discipline.
For PSA: University degree or relevant educational certification in Computer Science, IT Engineering, Professional Software Engineer or closely related discipline.
- **For Consultants:** Working knowledge of English and limited knowledge of one of the following, French, Spanish, Arabic, Chinese, or Russian.
For PSA: Working knowledge of English.
- At least 5 years of relevant experience in a role including a significant amount of client interaction.

FAO Core Competencies

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

Technical/Functional Skills

- Work experience in more than one location or area of work is considered a strong asset.
- Familiarity with the governance of IT in the UN or other large corporate environments.
- Familiarity with IT industry current and emerging trends.
- Excellent communication, facilitation and negotiation skills.
- Ability to work with mid- and senior management levels.

Selection Criteria

- Extent and relevance of experience working in large international organizations.
- Extent and depth of analytical, communication and negotiation skills.
- Ability to simultaneously manage multiple tasks in a rapidly changing environment.
- Demonstrated breadth of experience across multiple technical domains.

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 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/iemployment-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

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