



Issued on: 10 October 2017

Deadline For Application: 24 October 2017

JOB TITLE: IT Deployment and Assets

TYPE OF CONTRACT: PSA.SBS

DUTY STATION: Rome - HQ

ORGANIZATIONAL UNIT: Information Technology Division (CIO)

DURATION: Up to 11 months

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*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.**

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## 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 (IT Strategic Sourcing, Planning & Control group), the consultant will act as IT Deployment and Assets performing the following functions.

## Technical Focus

The incumbent will provide IT deployment and assets services to FAO.

## Tasks and responsibilities

The incumbent will:

- Daily Review user requests for IT deployment services through a multi-channel single point of contact (e.g. Ticketing system)
  - Fulfil IT logistics, assets and deployment requests, as per defined SLA, including and not limited to equipment hardware asset inventory, computer deployments and equipment write-offs
  - Analyze IT incidents related to deployment; monitor major incident alerts and follow-up on tickets with SLA breach;
  - Elaborate plans for IT deployment requests, equipment dismissal/ write-offs and disposal for FAO HQ
  - Maintain and update IT Inventory, ensuring timely tagging of IT equipment
  - Liaising with SSC for IT assets updates
  - Ensure users requests provide budget code details needed to back-charge the IT deployment services provided
  - Maintain updated database on IT deployment services requests and back-charge details
  - Install standard Software not included in FAO Standard kit;
  - Install of non-standard Software cleared by CIO;
  - Manage FAO Adobe console license assignment;
  - Collaborate on the definition of IT deployment service description, procedures, SLAs
  - Participate in weekly meeting with supervisor in order to check IT deployment service status;
  - Any other related duties.
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## CANDIDATES WILL BE ASSESSED AGAINST THE FOLLOWING

### Minimum Requirements

- University degree or relevant educational certification in Computer Science, IT Engineering, Professional Software Engineer or closely related discipline.
- Working knowledge of English.
- At least 2 years of relevant experience in similar It Deployment and Assets specialist position

### FAO Core Competencies

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

### Technical/Functional Skills

- Relevant working experience in IT Deployment and Assets area
- Knowledge of FAO rules and procedures will be an advantage

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

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### 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](mailto: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](mailto:iRecruitment@fao.org)

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