



Issued on: 10 October 2017

Deadline For Application: 24 October 2017

JOB TITLE: IT Support Specialist

TYPE OF CONTRACT: PSA.SBS

DUTY STATION: Rome HQ

ORGANIZATIONAL UNIT: INFORMATION TECHNOLOGY DIVISION (CIO)

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 coordination of the Service Desk Team Leader and the overall supervision of the Information Technology Officer (IT Services), the incumbent will act as IT Support Specialist performing the following functions.

Technical Focus

The IT Support Specialist will be responsible for IT support to all FAO users of the global IT infrastructure of the organization.

Tasks and responsibilities

- Provide direct IT support to business units subscribed to direct CIO support
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 - Ensure all user requests for services or assistance are logged in the service desk ticketing system, including those received directly via e-mail, s4b (phone/chat) and/or walk-in
 - Monitor ticketing queues globally overseeing performance of IT support worldwide and ensuring CIO SLAs are met
 - Provide support and guidance in resolving account related issues for access to the IT infrastructure and to corporate applications
 - Provide support for the successful resolution of issues and problems, advising on resolution paths, managing escalation to 2nd and 3rd level teams and ensuring users are kept informed at all times
 - Provide technical backstopping to IT support groups worldwide for incidents and/or complex issues
 - Provide technical support related to virus and malware detection, isolation, and removal, including identification of new viruses and submission to security team and for distribution of new Virus Definition File across FAO world-wide
 - Provide guidance to IT support persons/groups world-wide, including information on policies and procedures applicable to all FAO infrastructure components
 - Document solutions and procedures ensuring maintenance of the IT KnowledgeBase
 - Provide Senior Management (VIPs) and major event servicing as needed, managing special and/or non-standard equipment and requests including identification of non-standard solutions for specific needs and support to multiple platforms including but not limited to Windows, Mac OS, Android, iOS, etc..
 - Any other duties as required.
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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 7 years of relevant experience in the field of information and communications technology

FAO Core Competencies

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

Technical/Functional Skills

- Extent and relevance of experience in supporting information technologies and communications within large-scale LAN and WAN environments
- Extent and relevance of experience in managing Active Directory components such as users, security groups, OUs;
- Extent and relevance of experience in managing user access to information systems;
- Extent and relevance of experience in user support with service oriented and good problem solving skills related to IT-issues
- ITIL v3 foundation and IT infrastructure component certifications highly desirable
- Familiarity in managing IT infrastructure such as desktop configurations, windows servers or network devices (firewalls, routers) a plus

Selection Criteria

- years of experience
- field of work and area of specialization
- education
- language
- assessments through interview

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/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

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