



Issued on: 10 October 2017

Deadline For Application: 24 October 2017

JOB TITLE: ERP Support

TYPE OF CONTRACT: Consultant or PSA.SBS

DUTY STATION: Rome HQ

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 coordination of the IT Applications Operations Team Leader and the overall supervision of the Information Technology Officer (IT Services), the incumbent will act as ERP support performing the following functions.

## Technical Focus

The ERP Analyst will be responsible for the correct deployment and operation of applications across the organization.

## 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/PSA will:

- Monitor and optimize ERP applications performance to resolve issues and ensure optimum performance
- Perform root cause analysis in the ERP operational support area
- Assist when needed in performing financial, purchasing and procurement modules testing and verification of bugs before delivery to production
- ERP applications support and maintenance from an efficiency and processing viewpoint
- Manage and coordinate ERP Production Control and Change Management across the Organization
- Develop and maintain comprehensive technical documentation of ERP Operations procedures
- Perform any other duties as required.

## 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 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

- Minimum of five years' experience managing and operating with Oracle eBS
- Extent and relevance of experience with OBIEE, PostGres, MySQL
- Extent and relevance of experience with shell scripting languages and familiarity with Linux/Windows systems administration
- Extent and relevance of work experience in the Applications Operations ensuring production control and change management standards
- Number of certifications achieved in application operations field of expertise
- Ability to operate effectively in a team, contributing positively to team operations and working relationships
- Sound oral and written communication skills

### 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](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)

FAO IS A NON-SMOKING ENVIRONMENT