



Issued on: 10 October 2017

Deadline For Application: 24 October 2017

JOB TITLE: Unified Communications Specialist

TYPE OF CONTRACT: Consultant or 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 supervision of the Information Technology Officer (IT Services), the consultant will act as Unified Communications Specialist performing the following functions.

Technical Focus

The Unified Communications Specialist will be responsible for the correct operation of the unified communications infrastructure of the organization.

Tasks and responsibilities

All work will be undertaken in compliance with the appropriate organizational standards and procedures. More specifically all configuration changes will follow the Information Security and Change Management Procedures established by the IT division:

- Provide day-to-day management, maintenance and support of the Organization's Unified Communications infrastructure based on Microsoft Skype for Business and Polycom Video Conferencing products
 - Proactive monitoring, software updates, implementation and integration of new services (end points) and day to day preventative maintenance
 - Establish and implement best practices for the maintenance of the Windows corporate Information systems platform, in particular for the tasks related to user administration, package implementation, monitoring and system administration as these relate to unified communications;
 - Ensure management and the improvement of infrastructure services in the organization including Active Directory, DNS, File servers, backup services utilized by the unified communications infrastructure
 - Responsible for overall health and functionality of the unified communications infrastructure including implementation of technical best practices for the maintenance and improvement of the Skype for Business system platform, in particular for the tasks related to the user administration, extension management, monitoring, system administration and configuration and change management;
 - Ensure the integration of the Skype for Business services with Polycom Video Conferencing, Active Directory, Domain Controllers, DNS, Reverse Proxies, Firewalls, Backup devices, and other related network equipment;
 - 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 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

- 5 years progressive responsibility supporting Cisco data network communications in a large enterprise network environment is required
- Extent and relevance of experience providing Cisco voice and/or video communications support
- Extent and relevance of experience in applying Cisco data network design principles and concepts
- Extent and relevance of experience working with structured cabling components and ability to create network specifications based on requirements analysis
- Cisco CCNP certification a must and CCNA Voice competency is a plus
- BICSI/RCDD desirable

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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