



**Issued on:** 10 October 2017

**Deadline For Application:** 24 October 2017

**JOB TITLE:** Windows Systems Support

**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 coordination of the IT System Administration Team Leader and the overall supervision of the Information Technology Officer (IT Services), the consultant will act as Windows Systems Administrator performing the functions specified.

## Technical Focus

The Windows Systems Administrator will be responsible for the correct operation of the Active Directory, Citrix, SharePoint and Windows Server infrastructure of 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:

- Assist in planning the FAO corporate Windows server infrastructure, both on premise and in the cloud;
  - Manage and monitor key infrastructure services such as Active Directory, MS SharePoint and Citrix XenApp for application and document access;
  - Install, deploy physical and/or virtual servers (VMWare and/or Hyper-V) in the HQ data centre or provision infrastructure services from cloud service provider infrastructure following FAO security and installation policies and standards;
  - Develop system upgrade procedures and ensure software patches, security and operating system updates are correctly deployed on all servers globally;
  - Resolve physical server hardware and/or software problems reported by Global Service Desk for servers located worldwide;
  - Provide support to FAO's Active Directory forest by managing users, security groups, printers and OUs as required;
  - Work with HQ and decentralized office IT support teams to identify solutions to third level technical/design issues relating to Active Directory, SharePoint, Citrix XenApp and/or server issues;
  - Ensure regular monitoring of corporate infrastructure services and servers;
  - Ensure server backup operations successfully executed both in HQ and in decentralized offices;
  - Assist in capacity planning for servers, disk space and associated backup devices across on premise and cloud infrastructure as needed;
  - Investigate and provide technical evaluations for proposals for the acquisition of hardware, software and new technologies;
  - Configure, customize and deploy software as requested and in line with existing FAO policies and procedures;
  - Ensure all inventory and asset information is maintained up-to-date at all times;
  - Develop comprehensive technical documentation of IT infrastructure systems and operating procedures, and
  - Perform 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

- At least 5 years' experience working on large enterprise Active Directory environments (10+ Domains);
- Experience with Active Directory planning, implementation and migration for large scale environments;
- Experience with MS SharePoint administration and workspace provisioning;
- Experience with Citrix XenApp administration and virtual provisioning;
- Expert knowledge in Active Directory including GPO management; DNS and Disaster Recovery;
- Minimum of 2 years' experience as an administrator in virtualization technologies (creation of virtual instances, management of virtualization console) in VMware and/or Hyper-V;
- Experience with SCOM and SCCM;
- ITIL certification and at least 2 certifications from a recognized organization (MCSA, MCSE) in a relevant field of expertise;
- Experience with provisioning cloud-based services and infrastructure using Amazon AWS, Microsoft Azure or Google Cloud highly desirable.

### Selection Criteria

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

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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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