Food and Agriculture Organization of the United Nations

CALL FOR EXPRESSIONS OF INTEREST - VACANCY ANNOUNCEMENT Nº: IRC4832

Issued on:	11 October 2017
Deadline For Application:	25 October 2017

JOB TITLE:	CLIENT COMPUTING SPECIALIST	**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 Systems Administration Team Leader and the overall supervision of the Information Technology Officer (IT Services), the consultant will act as Client Computing specialist performing the following functions.

Technical Focus

The Client Computing specialist will be responsible for the correct operation of the Client Computing infrastructure across FAO worldwide.

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:

- Define the Microsoft Windows 10 and Mac workstation hardware and software configurations and make these available for global deployment
- Maintain, update and document hardware and software configuration for standard PCs and Laptops installed with Windows 10 and/or Mac operating systems
- Participate in the roll-out and maintenance of core remote workstation management systems such as System Centre Configuration Manager (SCCM), MDT, Sophos/SentinelOne, scripting environment, GPOs and Windows System Update Server (WSUS)
- Participate in the implementation of the centralized deployment strategy and ensure tools are suitable for deployment of workstations across FAO HQ and all decentralized offices, including those not on the FAO WAN
- Contribute in the creation of a global, cloud-based repository of FAO standard applications
- Participate in the development and management of corporate application interfaces and update releases of standard client software components (Oracle eBS, SharePoint, Adobe, Sophos etc) across MS Windows and Mac workstation configurations
- Manage and resolve issues escalated by second level support and coordinate escalation to external third parties as needed
- Provide regular reports of client computers in HQ and DOs concerning configuration, security stance and software inventory

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.

- Seven 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)
- At least 3 years' experience managing corporate antivirus solutions (Symantec, SentinelOne) and MDT (Microsoft Deployment Toolkit)
- Extent and relevance of work experience with scripting languages (PowerShell, VBScript, Kixtart, SQL)
- At least 5 years' work experience managing and using System Center Configuration Manager
- At least 5 years' work experience utilizing Active Directory and configuring GPOs for client/user management
- Familiarity with Polycom BtoE. LanSweeper and JAMF
- Number of certifications achieved from a recognized organization (MCSA, MCSE) in a relevant 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
- 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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