



Issued on: 11 October 2017

Deadline For Application: 25 October 2017

JOB TITLE: IT Solutions Coordinator

TYPE OF CONTRACT: PSA.SBS

DUTY STATION: Rome, Italy

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 coordination of the IT Design & Technology Team Leader and the direct supervision of the Information Technology Officer (IT Architecture), the consultant will act as IT Solution Coordinator performing the following functions.

Tasks and responsibilities

- Maintain relations with internal and external business stakeholders, both in HQ and DOs;
- Operate and improve the IT Solutions process: develop guidelines, templates and checklists; define/improve IT requests recording and its workflow; make sure all requests and cases are captured and recorded; support the CIO approval of new initiatives; provide guidance to FAO staff on the IT Solutions process
- Manage the flow of IT Requests through the IT Solutions process: respond to clients' questions and requests; record the requests/cases; perform initial requirements analysis; coordinate with other teams; organize meetings with stakeholders;
- Review TORs for IT resources from other business units;
- Gather and keep track of information on IT initiatives or projects, applications and infrastructure from FAO business units, in HQ and DOs;
- Gather and document business requirements, processes and objectives;
- Perform business analysis for assigned cases and lead their submission to CIO approval;
- Organize regular meetings with Technical Officers to verify progress on IT Requests; analyse available data, and identify corrective actions;
- Ensure regular and ad-hoc reporting on
 - IT Solutions requests and their status,
 - TORs clearance status,
 - IT Initiative approvals,
 - Any other processes as required.
- Perform any other duties, as required.

The incumbent will be required to work and be present on the premises during the standard office hours of the duty station (from 8.30 till 17.00 for HQ), unless otherwise agreed with the supervisor and authorized by CIO-Director. Absences will need to be coordinated and agreed upon by supervisor. The working time will be reported in the internal timesheet system.

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.

- Relevant experience in project planning and execution.
- Relevant experience in roles related to Business Analysis.
- Extent and relevance of experience of building relationships with business units.

FAO Core Competencies

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

Technical/Functional Skills

- Seven years of relevant experience in information technology roles, including hands-on experience of identifying business needs and requirements.
- Leading and participating into the specific IT projects will be a plus.
- Professional certification in project management methodology (preferable PRINCE2) will be a plus.
- Demonstrated ability to interact with peers in a professional manner.
- Demonstrated ability to communicate in English, concisely in writing and verbally.
- Ability to take instructions from management and ensure follow up.
- Demonstrated ability to draft clear and concise reports in English and to communicate complex technical information to non-technical colleagues in a simple manner.

Selection Criteria

- Relevance of experience in roles related to Business Analysis.
- Extent and relevance of experience of building relationships with business units.
- Relevance of experience in project planning and execution.
- Able to operate effectively in a team, contributing positively to team operations and working relationships.
- Sound, oral and written communication skills.
- Interview will be carried out to further evaluate the candidates.

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 seeks gender, geographical and linguistic diversity in its staff and international consultants in order to best serve FAO Members in all regions.
- Payment conditions: The daily honorarium will be paid monthly on when-actually-employed basis and will be defined depending on relevant qualifications and work experience.
- 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