Profile Code	LANDesk_01
Profile Description	LANDesk ServiceDesk Implementation Consultant

Profile Requirements: LANDesk ServiceDesk Implementation Consultant

General Requirements:

- Working knowledge of English;
- Experience in and ability to work in a team.

Description: Under the direct supervision of the IT Operations group leader, the consultant will:

- Review service processes, document and analyse requirements and write functional specifications;
- provide guidance and functional expertise on designing solutions based the LANDesk ServiceDesk functionality;
- organize workshops and meetings with key stakeholders for business analysis and requirements gathering;
- collaborate with cross-functional teams to analyze and resolve system integration issues;
- perform functional testing and coordinate user acceptance test activities;
- analyse, design and perform product configuration and personalization;
- analyse, design and build dashboards and reports, providing expertise for the definition of metrics;
- develop and maintain system and user documentation including user procedures, user guides, and training material;
- conduct end user training and handover sessions

Essential Requirements:

- Minimum 3 years experience managing application design, software development, maintenance and delivery based on LANDesk ServiceDesk product suite;

- Minimum 3 years experience in a service management environment, providing service delivery and support to customers.

Desirable Requirements:

- Full life-cycle implementation of LANDesk ServiceDesk or other ITIL-compliant service management products;
- Demonstrated experience designing & developing service management solutions based on LANDesk ServiceDesk and using Crystal Reports;
- demonstrated ability in planning, designing and developing large scale software applications and/or in integrating information systems;
- demonstrated ability to work independently and effectively at all levels in a collaborative team environment
- demonstrated analytical skills and ability in resolving problems quickly and tactfully, exercising sound judgement and decision making
- Quality of both oral and written communication skills in English
- ITIL v3 certification.

Location: Rome.

Interested candidates should complete a Personal History Form available for download at the FAO website **http://www.fao.org/va/adm11e.dot** and send it via e-mail to: **CIO-Consultants-Registration@fao.org**