



FOOD AND AGRICULTURE ORGANIZATION OF THE UNITED NATIONS

Terms of Reference for Consultant ☒ / PSA ☐

Minimum number of years of relevant experience required: 1yr ☒ 5yrs ☐ 12+yrs ☐

Job Title: Computer Centre Administrator	
Division/Department: FAO IT Division (CIODD)	
Programme/Project Number:	
Location: FAO Headquarters. Rome, Italy	
Expected Start Date of Assignment: 01/01/2016	Duration: 6 months
Reports to: Name: Jean-Luc HAFFNER	Title: Senior Systems Support Officer

GENERAL DESCRIPTION OF TASK(S) AND OBJECTIVES TO BE ACHIEVED

The **computer Centre administrator**, under the general supervision of the CIO Senior Officer and coordinated directly by the relevant Systems support Officer (Global Data Center support team), P4, will perform the following duties with respect to the Computer Center administration, in particular for the tasks related to daily monitoring and maintenance tasks:

- Coordinate and Supervise the Computer centre's administration acting as a point of contact within CIO to assure the highest level of performance;
- Monitor Microsoft Windows and Unix (HPUX and Linux) systems such as file system space usage, system failures, unscheduled halts, unavailability of application systems installed and performing appropriate first-level problem resolution and escalation;
- Ensure proper completion of systems backups and performing restores upon request;
- Coordinate the support intervention with 3rd party in case of hardware failure
- Verify work of external contractors/engineers during the installation and maintenance of equipment located in the computer centres;
- Provide user support by verifying system status/availability and taking appropriate action when necessary;
- Assist Windows and Unix system administrators with systems requests and mounting tapes;
- Monitor the physical environment of the computer centres (temperature, humidity and other alarms/switches with appropriate first-level problem resolution and escalation;
- Receive equipment and maintain an inventory of all equipment located in the computer centres and the exact location of all the equipment contained within the computer centre racks;
- Maintain an inventory of all consumables such as tape cartridges and paper for printing;
- Liaise with other CIO and FAO technical groups in providing availability and integrity of equipment located in the computer centres;
- Perform other related duties as required. Manage monitoring tools such as Nagios to optimize system availability
- Documentation of all of the above in English; and
- Other related duties in the operational area as necessary.

All work will be undertaken in compliance with the appropriate organizational standards and procedures. More specifically all products produced will follow the FAO standards and IS/ICT products will conform to the CIO technical, security and quality standards.

KEY PERFORMANCE INDICATORS

Expected Outputs:	Required Completion Date:
Propose improvements of monitoring systems (document)	01/02/2016
According with CIO and COO agreement, implement the improvement program, reporting monthly	Monthly
Assess and baseline definition in terms of Core SLA, in particular availability, functionality, accessibility and operational efficiency (document)	01/02/2016
Measure and report Core SLA	Monthly
Support primary and secondary computer centres according with Landesk tickets system	Monthly
Root cause analysis from the support activities, reporting to COO	Weekly / Monthly
Perform all backup needed according with CIO policy and standards, verifying they are valid	Weekly
Keep update the inventory of equipment life cycle at HQ data center (reception, installations, maintenance, upgrade, and decommission), according with FAO rules	Monthly
Execute all the needed activities with the equipment in any HQ data center (reception, installations, maintenance, upgrade, and decommission), according with FAO rules	Accordingly when needed
Timesheet reporting	Daily

REQUIRED COMPETENCIES

Academic Qualifications

- University degree or experience equivalence

Technical Competencies and Experience Requirements

General Requirements:

- Three years of relevant experience in the IT area
- One year of relevant experience in support of large systems operation and backup

Competencies:

- Relevance of experience with the backup software and hardware products related to above systems
- Demonstrated ability to collaborate within the Information Technology unit and with business clients
- Working knowledge of English;

Required technical knowledge, skills and experience:

- Knowledge and experience in backup server Administration and most particularly with Backupexec
- Experience in operation monitoring
- Expertise in dealing with server operation management in large environment
- Experience with HP hardware products
- Knowledge and experience of server Virtualization (VmWare)
- Experience in dealing with third party hardware support company

Desirable technical skills and experience

- Expertise in monitoring and maintenance tools like Nagios
- Experience with Windows server backup
- Ability to change server hardware pieces
- Ability to monitor, track changes in large computer centers

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 up to within a range from 150 USD to 299 USD.

Schedule of work: 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 according to CIO internal rules. Working time will be reported in the internal timesheet system.

HOW TO APPLY

- Interested applicants are required to create an online Personal Profile form (PPF) in iRecruitment. To create the PPF, please follow the instructions available at: <http://www.fao.org/employment/iemployment-access/en>
- Once created the PPF, applicants should submit a cover letter setting out how their qualifications and experience match the requirements for the position, a PPF form and an updated CV including two references to: CIO-VA-Consultants@fao.org
- Deadline for submission of your application: **1 December 2015.**
- Applications received after the closing date will not be given consideration. Only short listed candidates will be contacted