LOCAL RECRUITMENT  
(Tokyo, Japan)

VACANCY ANNOUNCEMENT

ICT SYSTEMS ENGINEER  
(Personnel Service Agreement - PSA)

Organizational Unit : United Nations University – Campus Computing Centre (C3)
Reference Number : 2014/UNU/HQ/C3/PSA/ISE/43
Applications to : c3-recruit@unu.edu
Closing Date : 15 August 2014

United Nations University Objectives:
The UNU is an international community of scholars engaged in research, postgraduate training and the dissemination of knowledge in furtherance of the purposes and principles of the United Nations, its Peoples and Member States. The University functions as a think tank for the United Nations system, contributes to capacity building, particularly in developing countries, and serves as a platform for new and innovative ideas and dialogue. For more information please visit http://unu.edu.

United Nations University – Campus Computing Centre (C3):
The Campus Computing Centre (C3) serves as the technology arm of the United Nations University, providing responsive, user-focused and cost-effective information and communications technology (ICT) solutions that assist UNU and its institutes in successfully achieving their respective missions. In fulfilling this responsibility, C3 is committed to guiding the University’s strategic technology direction and overseeing the coordination and support of ICT infrastructure, resources and services in alignment with the University’s mission and goals.

Responsibilities:
The Campus Computing Centre invites applicants for an ICT Systems Engineer position with a focus on technical support both at the frontend and backend levels. The ideal candidate will have experience in enterprise solutions and possess a mix of the following characteristics: problem solving at all levels with evidenced strong analytical and creative skills, dependable with strong sense of responsibility, exceptionally efficient and organized, excellent interpersonal communication and teamwork skills. Using this combination of soft and technical skills, it is also essential that the candidate has a keen desire to transform the organization through ICT.
Working under the direction of the Chief of ICT and Campus Computing Centre, the ICT Systems Engineer will be entrusted with the following main duties and responsibilities:

1. **Front End Support**
   - Act as one of the primary contacts for helpdesk support for the UNU Global Office and UN House;
   - Act as primary focal point to the Global office’s Mac user base;
   - Ensure problems and issues are systematically tracked, escalated accordingly and followed-up in a timely manner;
   - Design, implement and support the ICT infrastructure and services required for training and workshops;
   - Evaluate ICT products and services to meet specific business needs and identify solutions to fix potential problems;
   - Assist in the provisioning of IP telephone services, computer and email accounts
   - Set up computers, peripherals, conferencing facilities as well as audio/video equipment for interviews, events and meetings

2. **Backend Support**
   - Perform server administration across a variety of platforms;
   - Document change implementation pertaining to the ICT infrastructure and services;
   - Assist in the different phases of ICT initiatives as directed, liaising with other departments and vendors;
   - Manage an externally hosted email security solution;
   - Assist in the backend backup services and recovery of email and files;
   - Operate and administer WiFi services

3. **Communication and Outreach**
   - Play a lead role in communication initiatives with the aim of increasing awareness of ICT services and encouraging more involvement in service innovation;
   - Create, assimilate and convey technical information in a concise and effective manner. Tailor information to specific audiences including technical and non-technical end users;
   - Prepare system and user documentation of the campus computing resources, including the use of software for producing network and systems diagrams;
   - Prepare technical specifications and liaise with UNU procurement, vendors and requesting teams at all stages of the procurement process

4. **Administration**
   - Provide internal support for C3 in respect to procurement and administrative procedures using UNU’s ERP system;
   - Manage contracts with external UN agencies including initial consultation, contract setup, modification and ongoing invoicing;
   - Keep the inventory of campus computing resources up-to-date, including the preparation of hardware for disposal;
   - Undertake other duties and specific projects as directed, which may include researching new technology and developing innovative approaches to new challenges.

5. To perform other tasks as directed by the supervisor
**Required Qualifications and Experience:**
- First-level university degree (bachelor’s equivalent) in Computer science or a related field
- Minimum 3 years of technical user support experience in frontend and backend systems
- Excellent written and verbal communication skills
- Ability to create and deliver effective presentations
- Proven ability to at least carry out administration of the following systems
  - Windows OS’, Active Directory and PowerShell
  - Microsoft Exchange
  - Mac OS Server and client
  - VMWARE
  - Symantec EndPoint Protection
  - Backup Exec
  - LAMP Server
- Familiarity with HTML/CSS

**Desirable but not required:**
- Conversational Japanese – some initial vendor contact may be required, some Japanese version system support
- Familiarity with UN Procurement rules and procedures

**Remuneration:**
Remuneration will be commensurate with qualifications, experience of the successful candidate.

**Duration of Contract:**
This is a full time position on a one (1) year Personnel Service Agreement (PSA) contract with UNU, with the possibility for renewal subject to requirements and satisfactory work performance, with the combined duration of appointments not exceeding six (6) years.

This is a locally recruited PSA position and no relocation allowance applies. The successful candidate will be employed under a local contract and will not hold international civil servant status nor be a “staff member” as defined in the United Nations Staff Rules and Regulations. UNU does not sponsor a working visa for this position.

**Starting Date:** 1 October 2014

**Application Procedure:**
Interested applicants should submit their applications by email (to c3-recruit@unu.edu), and must include the following:

- a cover letter setting out how the qualifications and experience match the requirements of the position;
- a curriculum vitae and a completed and signed UNU Personal History (P.11) form downloadable from UNU website. Please avoid using similar forms provided by other United Nations organizations;
- full contact information of three (3) referees
- an indication of the reference number of the vacancy announcement (2014/UNU/HQ/C3/PSA/ISE/43)