LOCAL RECRUITMENT
(Tokyo, Japan)

VACANCY ANNOUNCEMENT

ICT SUPPORT ENGINEER
(Personnel Service Agreement - PSA)

Organizational Unit : United Nations University – Campus Computing Centre (C3)
Reference Number : 2015/UNU/HQ/C3/PSA/ISE/24
Applications to : c3-recruit@unu.edu
Closing Date : 5 April 2015

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 Support Engineer position with a focus on technical support mainly at the frontend level with some tasks at the backend. Working under the ICT Manager, the ICT Support Engineer will be entrusted with the following main duties and responsibilities:

1. **Frontend Support**
   - Act as one of the primary contacts for helpdesk support for the UNU Global Office and UN House;
   - Ensure problems and issues are systematically tracked, escalated accordingly and followed-up in a timely manner;
   - Assist in the provisioning of IP telephone services, computer and email accounts;
   - Diagnose, debug and resolve end user technical problems;
   - Identify and escalate incidents requiring urgent attention;
   - Set up computers, peripherals, conferencing facilities as well as audio/video equipment for interviews, events and meetings;
   - Work with the Software Engineer team to test and troubleshoot internal applications and services;
   - Create and maintain end user documentation for dissemination through the intranet and other online channels;

2. **Backend Support**
   - Perform Active Directory and Exchange account/mailbox administration
   - Manage an externally hosted email security solution;
   - Assist in the different phases of ICT initiatives as directed, liaising with other departments and vendors;
   - Assist in the backend backup services and recovery of email and files;
   - Operate and administer WiFi services

3. 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 2 years of technical support experience
- Good written and verbal communication skills
- Support experience with Windows 7 or higher
- Understanding and basic experience with networking and IP phones
- Familiarity and experience with Mac/OSX environments
- Experience with computer hardware and software installation, configuration and administration
- Familiarity and experience with some or all of the following system applications:
  - Windows OS, Active Directory
  - Microsoft Exchange
  - Symantec EndPoint Protection
  - Symantec Backup Exec
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 May 2015

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 (2015/UNU/HQ/C3/PSA/ISE/24)