



UNITED NATIONS  
UNIVERSITY

DRESDEN, GERMANY

## VACANCY ANNOUNCEMENT

### COMPUTING AND ICT ASSISTANT (Personnel Service Agreement - PSA)

- Organizational Unit** : United Nations University - International Institute for Integrated Management of Material Fluxes and of Resources (UNU-FLORES)
- Reference Number** : 2013/UNU/FLORES/PSA/CICTA/11
- Applications to** : ***By Post:***  
Director, United Nations University - International Institute for Integrated Management of Material Fluxes and of Resources (UNU-FLORES)  
Ammonstrasse 74  
Dresden, 01067 GERMANY
- By E-mail:*** [hrFLORES\\_cicta11@unu.edu](mailto:hrFLORES_cicta11@unu.edu)
- Closing Date** : 8 March 2013

#### United Nations University Objectives:

The United Nations University (UNU) is an international community of scholars, engaged in research, postgraduate teaching and capacity development and dissemination of knowledge in furthering the purposes and principles of the Charter of the United Nations. The mission of UNU is to contribute, through research and capacity building, to efforts to resolve the pressing global problems that are the concern of the United Nations and its Member States. For more information please visit <http://unu.edu>.

#### United Nations University - International Institute for Integrated Management of Material Fluxes and of Resources (UNU-FLORES):

The mission of UNU-FLORES is to contribute to the development of integrated and sustainable management strategies for the use of water, soil and waste resources in particular in developing and emerging countries in scientific, educational, managerial, technological and institutional terms. Potential issues of focus include: urban water management, nutrient cycles and budgets, methods for reclamation and rehabilitation of degraded sites, site-specific river-basin scale water management; interaction of land use management and water inventory under differing climate conditions, efficient site-adapted waste management strategies, among others. The Institute will develop innovative concepts for target- and region-specific knowledge transfer as well as appropriate methodologies and approaches for postgraduate and professional education. The Institute is located in Dresden, Germany with an expected twin institute component in Maputo, Mozambique. For more information please visit <http://flores.unu.edu>.

## **Responsibilities:**

Under the technical guidance of the Chief of ICT/Director of the UNU Campus Computing Centre (C3) and reporting directly to the Director of UNU-FLORES on an operational level, the Computing and ICT Assistant is responsible for supporting the operation and maintenance of the ICT system and user support services (programmes and applications development) of the Institute. The incumbent will provide daily technical support to UNU-FLORES by performing the following tasks:

### 1. Programmes/Applications Computing

- Design new computer applications or releases using various programming languages;
- Liaise with and analyze users' requirements and requests for information and translate them into new applications or reporting modules;
- Design and code programmes to interface various systems ensuring data security and integrity; Design and create technical and user documentation for application systems/releases; Develop and sustain a strategy to test implemented or modified applications;
- Support the validation and verification of information available in the systems/apps designed;
- Properly document the testing progress (bugs, fixes) and also user testing feedback of the designed systems/apps;
- Assist in procurement procedures, conducting needs assessments, establishing benchmarks and preparing technical specifications and evaluation criteria;
- Provide suitable and appropriate reporting tools for ICT databases; ensure data accuracy for the integrity and reliability of database reports.

### 2. ICT Support

- Provide quality technical support to UNU-FLORES team and act as a focal point for all ICT related matters for the institute;
- Take ownership of problems through to resolution and where appropriate, perform escalation triage in coordination with C3;
- Use the UNU Global Helpdesk to maintain an accurate history for all technical issues reported by users, documenting each in a complete and precise manner;
- Responsible for proactively maintaining hardware and software systems to ensure ICT is functioning optimally to support the scholastic and administrative activities in the institute; where appropriate, work after office hours to minimize service disruptions;
- Create and update technical documentation on the UNU intranet, including user guides and training materials;
- Train and support staff to maximize the use of ICT resources for their day-to-day activities and projects;
- Develop effective working relationships with the academic officers and other users and the global C3 team ensuring good communication at all times;
- Work with the user community to identify new requirements, suggest and evaluate solutions in consultation with C3;
- Liaise with third-party suppliers providing ICT goods and services to the institute;
- Actively promote C3 led global ICT initiatives that are relevant to the Institute;
- Collaborate with the C3 team to support the UNU's global ICT infrastructure and its expansion;
- Work closely with C3 Headquarters in Tokyo pertaining to ICT policies and procedures, procurement of ICT resources, strategic directions and upgrades.

### 3. Perform other tasks as assigned by the Supervisor.

**Required Qualifications and Experience:**

- A Bachelor's degree in Computer Science, Information Sciences, Electrical Engineering or a related field;
- At least two (2) years of working experience in applications programming;
- Proficient with Microsoft operating systems and Microsoft Office/productivity tools;
- Experience in programming (preferably in web-based languages) and concepts of Object Oriented Programming will be an advantage;
- Knowledge of PHP, database management system(s) (PostgreSQL), and understanding of basic web technologies like XML, etc. are expected;
- Knowledge and experience of Model-View-Controller pattern, UML knowledge, computer hardware will be an advantage;
- Working knowledge of VMware vSphere (ESX and ESXi) would be an asset;
- Experience on audio/video conferencing equipment;
- Knowledge of VoIP technology, protocols and codecs is a plus;
- A self-starter and strong team player with excellent interpersonal skills;
- Good command of both oral and written English. Knowledge of German or another UN official language is highly desirable;
- Flexibility and ability to work under pressure and complete tasks within given timeframes; and
- Good team player with strong interpersonal skills demonstrated by the ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

**Remuneration:**

Remuneration will commensurate with qualifications and experience.

**Duration of Contract:**

This is a full time employment on a two (2) year Personnel Service Agreement (PSA) contract with UNU-FLORES, with the possibility for contract renewal subject to satisfactory work performance.

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 UN Staff Rules and Regulations.

Applications from suitably qualified women candidates and those from developing countries are particularly encouraged.

**Starting Date:** As soon as possible.

**Application Procedure:**

Interested applicants should submit their applications, preferably by e-mail (to [hrFLORES\\_cicta11@unu.edu](mailto:hrFLORES_cicta11@unu.edu)), and must include the following:

- A cover letter setting out how the qualifications and experience match the requirements of the position;
- A completed and signed UNU Personal History (P.11) form downloadable from United Nations University website at <http://unu.edu/about/hr>. Please avoid using similar forms provided by other United Nations organizations;
- Full contact information of three (3) referees; and
- The application must also indicate the reference number of the vacancy announcement (2013/UNU/FLORES/PSA/CICTA/11).