



UNITED NATIONS
UNIVERSITY

**LOCAL RECRUITMENT
(Tokyo, Japan)**

VACANCY ANNOUNCEMENT

**SENIOR ICT & OPERATIONS ENGINEER
(GENERAL SERVICE - GS -5)**

Organizational Unit : United Nations University – Campus Computing Centre (C3)
Reference Number : 2017/UNU/HQ/C3/GS/SIOE/45
Applications to : c3-recruit@unu.edu
Closing Date : July 31, 2017

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) is the technology arm of the United Nations University and serves as a change agent for leveraging effective ICT to support and advance the vision and mission of the University. We are committed to serving the needs of the university community and ensuring that the users can make the maximum and appropriate use of the computing environment in their diverse range of activities, including teaching, research, outreach, dissemination, administrative and academic support. For more information, please visit <http://c3.unu.edu>.

Responsibilities:

Under the supervision of the ICT Manager and working with the ICT team, the successful candidate will be primarily responsible for the following tasks:

- Supervision and evaluation of junior team members;
- Assist in development of junior team members;
- Assist with the processing of procurement transactions via ERP;
- Generate content in support of C3's ICT communications, outreach and technology promotion strategy;

- Support the operations of the Global Office and its further expansion;
- Contribute to the development and implementation of the long-term ICT strategy;
- Develop, support and improve existing ICT portfolio, including but not limited to the following:
 - ICT frameworks and policies
 - ICT services and operational workflows
 - BCP workflows and documentations
 - Global disaster protection and recovery procedures
 - ICT initiatives
 - Core ICT systems
- Provide end-user support and infrastructure administration for both local and remote locations;
- Bridge the gap between business needs/user requirements and technology;
- Forge partnerships inside and outside of the ICT organization;
- Other duties as assigned

Required qualifications and competencies :

- University degree (or equivalent) in Computer Science, Information Technology, Information Systems or other computer-related field studies;
- Minimum 3 years of experience in a team-lead position;
- Minimum of 4-5 years of administrative knowledge and hands-on experience in the following:
 - MS Server, active directory and Windows architecture
 - MS Office 365 cloud
 - A virtualized environment, namely VMware ESXi including vSphere and vCenter
 - Endpoint security
 - Data and systems backup and recovery – Veritas BackupExec, Tape Libraries, Backup-to-Disk, and other backup storage technologies and practices;
 - Open source systems such as CiviCRM, Fedora Repository, LAMP/LEMP
 - Version control and management such as Git, Subversion
 - IP telephony, e.g., Asterisk, Mitel
 - Business class storage technologies
- Excellent communication, analytical and problem-solving skills;
- Flexibility and willingness to work outside normal business hours as needed;
- Commitment to work outside normal business hours to attend to ICT emergency situations;
- Ability to adapt to increased demands of work assignments and deliver results under high pressure situations;
- Ability to learn and adapt to ICT systems that may be unfamiliar;
- The ability to prioritize and delegate where required;
- Strong verbal and written English communication skills, both technical and non-technical;
- Experience of working with focal points across all areas of an organization;
- Commitment to excellent customer service;
- Proven interpersonal skills demonstrated by the ability to work well in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

Remuneration:

We offer a competitive net salary at GS-5 level of the General Service salary scale (for Tokyo, Japan) of the United Nations Common System, plus benefits. For more information, please visit http://www.un.org/Depts/OHRM/salaries_allowances/salaries/japan.htm

Duration of Contract:

This is a full-time employment. Initial appointment will be on a fixed-term appointment of one (1) year with the possibility of renewal and on a rolling fixed-term appointment basis, subject to satisfactory work performance. The mandatory age of retirement for new United Nations staff is 65 years.

This is a locally recruited post; no relocation allowances apply. UNU is committed to achieving workforce diversity in terms of gender, nationality and culture.

Staff members of the United Nations University are international civil servants subject to the authority of the Rector and may be assigned to any of the activities or offices of the University. Rector reserves the right to appoint the candidate to a level below that which is advertised.

Starting Date: 1 January 2018

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 (2017/UNU/HQ/C3/GS/SIOE/45).

The United Nations shall place no restriction on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations – Chapter 3, article 8).