Bonn, Germany

VACANCY ANNOUNCEMENT

Information Systems Assistant (GS-5)

Organizational Unit : United Nations University - Vice-Rectorate in Europe (UNU-ViE)
Reference Number : 2017/UNU/ViE/FTA/ISA/56
Applications to : hrbonn@vie.unu.edu
Closing Date : 16 August 2017

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.

The United Nations University Vice-Rectorate in Europe (UNU-ViE):

UNU-ViE concentrates on relationships between advancing science and technology for human security. In addition to its scientific core mandate, it administers the central units providing service to five UNU entities in Bonn (http://www.bonn.unu.edu/). The central administration units include Finance, Human Resources, Information Communication Technology, Communication Services, Procurement and General Administration. These units also assist with the administration of new UNU initiatives in Europe and Africa. For more information on the organization, please visit the following websites: www.vie.unu.edu

UNU 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 and services in alignment with the University’s mission and goals. For more information about C3, please visit http://c3.unu.edu.

Being part of a global C3 team, UNU C3-Bonn provides ICT services for all the UNU entities based in Bonn, in this regard C3 Bonn also works in close collaboration and coordination with UNU HQ teams to align ICT strategies, policies as well as continuous advancement of integrated systems.
Responsibilities:

Under the overall authority of the Vice-Rector/Director EHS and the direct supervision of the Head of ICT Services (ViE), the successful candidate will be responsible for the following tasks:

Business Requirements Analysis:
- Coordinate with primary and secondary stakeholders to study user and business requirements. Act as focal point for requirements-integration into existing ICT processes.

Information Systems Support:
- Assist in the design, implementation and maintenance of information and management systems based on business-unit level requirements.
- Maintain the internal ICT document library and CMDB and produce documentation conforming to internal standards as required.
- Provide information systems support to business units, including assisting in the coordination and definition of classifications, metadata, filing- and usage standards.
- Schedule activities to address user and service requirements including development, updating and maintenance of information systems.

Project Management:
- Assist in project management administration based on PRINCE2 methodology
- Perform project control and tracking to coordinate project teams between multiple projects
- Monitor exceptions handling, quality control and customer follow up.
- Perform risk management on an ongoing through maintain of project-related risk and activity logs
- Perform validation of project requirements and deliverables

ITIL-based Service Delivery:
- Provide first and second level support to local and remote users to resolve issues with IT services. Ensure that requests for assistance are responded to in a timely manner and according to agreed SLA’s.
- Track escalated incidents and problems which fall outside established SLA’s
- Professionally interact with third party suppliers ensuring service agreements and incidents are processed to a successful conclusion.
- Identify any usability shortcomings of the service catalog and software portfolio and provide recommendations e.g. training materials and information on service portals such as the intranet.

Technology Management:
- Design and develop web services for the UNU, ViE, SCYCLE and EHS programs, as well as other related websites and connected databases.
- Liaise with internal UNU units in order to develop and deliver their web requirements in accordance with functional specifications.
- Carry out system administration tasks to support availability and capacity management. Other tasks related to ICT services as the needs arise.
- Any other duties as may be assigned or required.

Required Qualifications and Experience:
- Completion of Secondary school education
- Minimum five (5) years of progressively responsible experience in ICT development, information systems, web technologies or related areas;
- Demonstrated experience and expertise in ICT project management, project monitoring and project control with emphasis on standards-based reporting;
- Valid certification or qualification in at least one of the following areas are required:
a) Information management  
b) IT development  
c) ITIL, Prince2 methodologies  
• Experience in building, maintaining and auditing documentation relating to information systems, configuration, processes, service dependencies, asset management, topologies, administration manuals, job instructions, support contacts etc.;  
• Experience with monitoring, and reporting of current resource utilization levels, and errors in a mixed server and systems environment;  
• Practical knowledge and experience in technology management, provision of first-, second- and third level support;  
• Experience in working with End-Users to ensure optimal delivery and use of ICT solutions;  
• Excellent communication, analytical and problem solving skills;  
• Proven interpersonal skills demonstrated by the ability to work well in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity;  
• Flexibility and willingness to work outside normal business hours as needed;  
• Ability to learn and adapt to ICT systems that may be unfamiliar;  
• Fluency in oral and written English is required; German language capacity will be considered a strong asset;  

Applications from suitably qualified women candidates are particularly encouraged.

Remuneration:

We offer a competitive net salary at GS-5 level of the General Service salary scale (for Bonn, Germany) of the United Nations Common System, plus benefits. For more information, please visit http://www.un.org/Depts/OHRM/salaries_allowances/salaries/germany.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: As soon as possible

Application Procedure:

Interested applicants should submit their applications by e-mail (to hrbonn@vie.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 completed and signed UNU Personal History (P.11) form downloadable from UNU Bonn website. Please avoid using similar forms provided by other United Nations organizations;  
• an indication of the reference number of the vacancy announcement (2017/UNU/ViE/FTA/ISA/56)