



UNITED NATIONS
UNIVERSITY

**LOCAL RECRUITMENT
Bonn, Germany**

VACANCY ANNOUNCEMENT

SYSTEMS ADMINISTRATOR (GS-5)

Organizational Unit : United Nations University - Vice-Rectorate in Europe (UNU-ViE)
Reference Number : 2018/UNU/ViE/FTA/SA/124658
Applications to : hrbonn@vie.unu.edu
Closing Date : 05 July 2018

About UN University

For the past four decades, UNU has been a go-to think tank for impartial research on the pressing global problems of human survival, conflict prevention, development, and welfare. With more than 400 researchers in 13 countries, UNU's work spans the full breadth of the 17 SDGs, generating policy-relevant knowledge to effect positive global change. UNU maintains more than 200 collaborations with UN agencies and leading universities and research institutions across the globe. 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:

1. Manage technologies related to the following technologies/concepts:
 - a. Manage Engine products (ServiceDesk Plus, Desktop Central, AD Manager);
 - b. PfSense Firewalls, Juniper/Pulse Secure VPN;
 - c. Cisco networking/switching architecture;
 - d. Windows Server 2008/2012 R2, Active Directory 2008, Windows 7/10;
 - e. MS Exchange Server 2010/2013;
 - f. WDS, Ghost;
 - g. McAfee Anti-Virus Server, Endpoint Protection;
 - h. Hyper-V and VMware virtualization platforms;
 - i. Symantec BackupExec, Veeam;
 - j. Storage Administration (Netapp SAN, Fibrechannel, Windows File Services);
2. Support daily operations ensuring system stability and resolving requests with accurate, timely and efficient solutions;
3. Proactively seek to ensure secure and reliable connections to and use of the systems, applications and infrastructure;
4. Collaborate, support, advise and educate End Users and team members on the use of services, handling of sensitive data and resolving requests efficiently and effectively;
5. Develop and modify written procedures and processes for a technical support knowledge repository as the needs require;
6. Any other duties as may be assigned or required.

Required Qualifications and Experience

1. Minimum five years of progressively responsible experience in ICT field. Demonstrated experience and expertise, specifically in the administration of the above-mentioned technologies.
2. Valid Certification in at least two of the following areas are required:
 - Windows Server Management (Windows 2008/2012)
 - Enterprise Messaging (Exchange 2007/2010/2013)
 - Remote Access management (Cisco, Juniper)
 - ITIL, Prince2 methodologies
3. Practical knowledge and experience in the configuration and administration of backup and recovery;
4. Excellent communication, analytical and problem solving skills;
5. Experience working with End Users to ensure the necessary applications are installed correctly and running optimally;
6. Extensive familiarity with testing, patching, and upgrading servers with the newest patches;
7. Experience with monitoring, and reporting of current resource utilization levels, and errors in a mixed server and systems environment;
8. Ability to learn and adapt to ICT systems that may be unfamiliar;
9. Experience building, maintaining and auditing documentation relating to configuration, processes, service records, asset inventories, topologies, administration manuals, job instructions, support contacts etc.;

10. Fluency in oral and written English is required; German language skills will be considered a strong asset;
11. Flexibility and willingness to work outside normal business hours as needed;
12. Proven interpersonal skills demonstrated by the ability to work well in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

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 (2018/UNU/ViE/FTA/SA/124658)