



International Criminal Tribunal for the former Yugoslavia

Associate Information Technology Officer, (Service Desk Officer), P-2

DEADLINE FOR APPLICATIONS	:	16 January 2016
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OFFICE	:	Registry, ITSS, Operations Unit
VACANCY ANNOUNCEMENT	:	15-IST-ICTY-52334-R-THE HAGUE (R)

United Nations Core Values: Integrity, Professionalism, Respect for Diversity

ORG. SETTING AND REPORTING

This position is located in the Operations Unit of the Information Technology Support Section, Registry.

RESPONSIBILITIES

Under the supervision of the Information Technology Operations Officer, the Associate Information Technology Officer (Service Desk Officer) will be responsible for the following:

A. Operational requirement analysis:

- Monitors all standard office technologies issued to all ICTY staff and Judges through the Tribunal and Field Offices.
- Through his/her team of technical support staff the Information Technology Service Unit Manager will deliver and support a wide spectrum of Information Communication Technology (ICT) services to the end user community (approximately 1200 users) including, but not limited to; workstations and standard office automation software, telephones, printers, scanners, e-mail services, and Video Conferencing services.
- Responsible for the provision of ITIL based "incident" and "problem" management processes, logging and management of all customer work orders/service requests, and the establishment of Service Level Agreement (SLA's) with internal customers.
- Controls the Life Cycle Management and Accountability of ICT assets, distributed throughout the Tribunal's Headquarters and Field Office locations.

B. Provision of IT management support:

- Manages the daily operation of the ITSS Service Centre ensuring that the most efficient service and support is provided throughout ICTY and is being performed within established guidelines, Service Level Agreements, procedures and time frames. The incumbent is largely responsible for the quality of IT services received by ICTY staff.
- Acts as the focal point for all IT-related service and support requests. Assesses incidents and level of priority based on impact (to the wider IT environment and the Organizations business needs) and urgency (against competing incidents). Ensures management, resolution, escalation of all recorded "Incidents" within established time frames/SLA's.
- Establishes workflow processes for the efficient processing of incidents and the hand-over of incidents throughout the various ITSS units to ensure a seamless and efficient service to customers.
- Oversees the delegation of work direction to the 11 Service Unit Technical staff and external contractors.
- Enforces policies and equipment distribution in relation to computer, printer, scanner, laptop and peripheral device distribution throughout the Tribunal.
- Ensures that new equipment is duly inspected and ready for use. Tests, analyses, diagnoses and repairs computer hardware/software problems.
- Supervises the fundamental operations of commonly used software, hardware and other computer peripherals.
- Actively participates in ITIL Change and Configuration processes.

C. Additional Duties:

- Accountable for the administration and management of all ICT assets. Enforces UN Asset Management and Property Control administrative instructions. Controls the life cycle of ICT Assets from establishing technical specifications for the purchase of equipment, accountability of assets throughout their life cycle, repair, trouble shooting and write off of assets in-line with UN guidelines.
 - Responsible for various Procurement and Budget activities including the drawdown of ICT Operations' account codes through the procurement of ICT equipment, maintenance contracts and the provision of ICT services. Establishes System Contracts, Purchase Orders and Miscellaneous Obligating Documents in support of IT operations. Defines technical specifications for the procurement of ICT hard/software components.
 - Establishes Standard Operating Procedures to adapt UN Property Control Administrative Instructions to the ICTY environment and equipment life cycle planning.
 - Supervises the operation of the ITSS Assets Management cell to ensure the accurate accountability life cycle management, tracking, distribution and report of all ICTY assets.
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- Analyses work orders to identify trends, call/incident patterns, and repeat incidents to identify opportunities for improvement and enhance the level of ICT service/support. Prepares periodic reports summarizing the Service Unit activities and recommends enhancements to workflow and service delivery processes.
- Provides advanced technical guidance and advice on ICT Hardware and Software problems, assists staff with more complex technical issues.
- Defines and coordinates Service Unit training program, mentors and motivates staff. Promotes the continuous improvement of workplace safety/environmental practices with the unit.
- As assigned, manages ICT projects, draft project progress reports, monitoring of vendor deliverables, and tasking of required internal resources for the successful implementation of projects.
- Maintains a high level of personal knowledge and expertise via appropriate reading, attendance of training seminars, trade shows, and communication with other ICT professionals. Participates in ITSS section meetings as required. Performs other related duties within the ITSS as assigned by the Chief of Operations.

COMPETENCIES

- **Professionalism** – Strong theoretical background and substantial experience in information technology/information management, particularly in systems analysis, database design and programming; good knowledge of several high level programming languages and significant exposure to and demonstrated proficiency in all aspects of programming and analysis, including structured/object-oriented design, relational systems, scripting and query languages, document design and management, hardware and software requirements, systems facilities and execution protocols; strong analytical and problem solving skills, to include proficiency in the development and implementation of systems of moderate size/complexity; significant practical experience with interactive systems; good knowledge of organisation's information infrastructure and IT strategy as it relates to user area(s); ability to independently maintain assigned systems and develop innovative approaches to resolve a wide range of issues/problems; good knowledge of relevant internal policies and business activities and processes within area(s) in which the system operates. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
- **Planning and Organising** – Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Client Orientation** – Considers all those to whom services are provided to be “clients” and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

QUALIFICATIONS

Education:

A first-level university degree in computer science, information systems, business administration, related field or equivalent Tertiary Technical certification, covering the specific fields and topics of Telecommunications and Networking installation and maintenance. The candidate must be certified in Information Technology Infrastructure Library (ITIL) at the Foundation Level. Preference will be given to those certified at the Practitioner and Service Manager levels.

Experience:

At least 4 years of progressively responsible experience at the national or international level in the public/private sector, specializing in Information Technology. A minimum of 3 years technical writing experience for the establishment of system contracts, Requests for proposal, technical specification for procurement and evaluation, and a minimum 4 years technical management and administration experience, supervision/mentoring of technical staff and project coordination. Practical experience in an international ICT environment with planning, implementation and commissioning of telecommunication infrastructure and networks, development of LAN and WAN topography, management of secure and non-secure voice/fax and data networks is advantageous. Practical experience in the management of software licenses in an enterprise setting is advantageous.

Languages:

English and French are the working languages of the tribunal. For the post advertised, the incumbent should have fluency in oral and written English. Knowledge of French and/or Dutch would be advantageous.

Assessment Method

There will be an assessment test and competency-based interview.



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Special Notice:

The appointment is limited to ICTY. Appointment of the successful candidate on this position will be limited to the initial funding of the post. Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. As the international tribunals are not integrated in the Secretariat, UN Staff Members serve on assignment or secondment from their parent department/office if selected. Appointments of staff members in the United Nations are subject to the authority of the Secretary-General. Staff Members are expected to move periodically to new functions in accordance with established rules and procedures, and may in this context be reassigned by the Secretary-General throughout the Organization based on the changing needs and mandates.

No Fee

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON BANK ACCOUNTS.

United Nations Considerations

The United Nations shall place no restrictions 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). The United Nations Secretariat is a non-smoking environment.

HOW TO APPLY:

All applications must be submitted through the UN Inspira portal. The ICTY is not able to accept applications for this vacancy via email.

Internal applicants may go to <https://inspira.un.org>

External applicants may go to <https://careers.un.org>
