



CALL FOR CANDIDATURES: ICT Development Officer - UfM/LP/2017/005 (External)

1. Subject:

The UfMS is seeking to incorporate an ICT Development Officer at its headquarters in Barcelona. Below is the job description, detailing the responsibilities and required skills and qualifications.

Job Description			
Job Title:	ICT Development Officer	Reports to:	Deputy Director of Legal and Admin Department
Division/ Department:	Legal and Administration Department	Category	Local staff
		Gross Salary	€ 43.000
SUMMARY			
<p>Working under the supervision of Deputy Director of Legal and Admin Department, within the Corporate and Support Services Section and with the ICT/CIS Officer, the ICT Development Officer drives the use of technology in the Organization, provides effective IT systems, enhances and upgrades applications, helps develop and implement IT standards and policies, and provides technology support and solutions to meet the needs of the Organization.</p>			
PRIMARY RESPONSIBILITIES			
<p><u>Organization and work environment description</u> The Union for the Mediterranean (UfM) is the intergovernmental organization bringing together the 28 European Union Member States and 15 countries from the Southern and Eastern shores of the Mediterranean. It provides a unique forum to enhance regional cooperation and dialogue in the Euro-Mediterranean region. The Secretariat of the Union for the Mediterranean is based in Barcelona and the first permanent structure dedicated to the intergovernmental Mediterranean partnership is the operational institution that empowers this regional dialogue between the UfM Member States and stakeholders, fostering synergies among them and promoting cooperation projects and initiatives.</p> <p><u>General responsibilities</u> The ICT Development Officer is responsible for managing and contributing to various IT projects and policies. These may include: coordinating a premises move and planning the related IT infrastructure; assessment of applications and technology; formulating and presenting solution options to various levels of management; influencing and advising on the equipment or software selection process; overseeing implementation and enhancement of ICT systems and key project deliverables. The ICT Development Officer will participate actively to manage the overall technology infrastructure for the UfM Secretariat Headquarters with focus on planning, development, implementation and management of the software applications and hardware infrastructure that support operations. The ICT Development Officer will be involved in systems administration including: general computer support; upgrades; software installations; license management; server set up and management.</p>			



Specific mission and tasks

Development

- Actively support the development of the UfMS ICT system capacity and capability in accordance with the UfMS strategies and needs.
- Liaise with Divisions and Departments to develop new system functionality.
- Contribute to the ICT Development Plan and undertake development work as prioritised.
- Assist in user acceptance testing programmes for all developments.
- Manage the handover of training and support requirements for new developments.
- Assist in developments utilising standards such as Prince2 Project management principles.
- Assist in developments utilising standards such as ITILv3 service management standards.

Systems Planning

- Participation in research and recommendation of improved infrastructure processes and technologies to include growth planning.
- Provide procurement assistance including, but not limited to, researching solutions, engaging with potential vendors, making recommendations for product purchases and evaluating bids.
- Test new equipment and applications and provide thorough feedback.

Software and applications

- Proactively schedule software upgrades and patching.
- Participate in providing software and system troubleshooting and support.
- Contribute in installing, maintain, troubleshoot, and update operating systems and user applications.
- Participate in tracking license and support contracts to include notification of renewal timeframe to management.
- Provide user support and advice in relation to the operation and function of applications and help users to solve hardware, software and network related problems.
- Develop user manuals and provide training to application users in relation to development of applications.
- Aid the coordination of software version upgrades, including acceptance testing and business process updates.
- Conduct periodic data audits to ensure ongoing data integrity and procedural compliance is maintained.

Equipment

- Contribute to the proper functioning of all office technology equipment, including IP telephone system, mobile devices, docking stations, PC, tablets and laptops.
- Contribute in installing, maintaining, and troubleshoot MFP (printers, copiers, scanners and fax) as well as manage toner requests.
- Contribute in setting up and supporting audio/visual equipment for presentations and trainings on and off site and configuring peripherals including cameras, microphones, external drives, monitors and other peripheral hardware.
- Contribute in configuring and maintaining Video Conference and Audio Call Conference machines.

Network

- Support the UfM's communication network infrastructure (routers, switches, telephony switchboard, etc). Ensure that the network is functioning on a 24x7 basis. Liaise with the local ISP if required.
- Contribute in monitoring network to ensure network functionality and availability to all system users.



- Contribute in installing, maintaining, troubleshoot, and repairing cabled, wireless and other network infrastructure, support existing/new server/s and administer access rights for all users in the office.

Management of Vendor Services

- Work directly with vendors to schedule repairs and maintenance.
- Request and evaluate services with vendors and service providers.

Other related tasks as assigned by the Deputy Director of Legal and Admin Department.

QUALIFICATIONS, SKILLS AND RELEVANT EXPERIENCE

Essential requirements:

Applications are encouraged from graduates from all UfM member countries with a proven record of the following:

- Bachelor's degree or higher in information technology, or substantial working experience in related fields, provided he/she has obtained and maintains relevant official appropriate certificates.
- In case of a degree holder, minimum 3 years of relevant experience within the ICT technical field.
- Proven experience in Business Planning Management (BPM) and/or Enterprise Resources Planning (ERP suites) or equivalent.
- Excellent knowledge of Windows 7/10, Active Directory and TCP/IP Networks.
- Excellent knowledge of all Microsoft Office applications, Microsoft Office Specialist certifications will be considered an advantage.
- Experience in handling Windows Servers 2008/2012 and related access management control.
- Basic design skills (experience with Photoshop, Illustrator and InDesign).
- Ability to work in a structured manner and independently to troubleshoot, perform root cause analysis, identify and isolate technical issues.
- Service minded behavioral competencies.
- Excellent communication and interpersonal skills, both verbal and written and the ability to effectively deal with end-user problems.
- Proven ability to deal with discretion with confidential and sensitive dossiers and situations.

Desirable requirements:

- Experience in working within an international environment, ideally an international public organization and/or multinational private sector.
- Interest to work in an intercultural environment and ability to maintain discretion and composure.
- Detail orientated and ability to work to meet deadlines.

LANGUAGES

Minimum Requirements:

- English: Excellent
- Spanish: Excellent

Knowledge of French and other languages of UfM countries is considered an advantage.



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Submission of applications

2. Submission of applications:

Please read carefully the following information and send a complete application in English to the following address: hr.recruitment@ufmsecretariat.org.

The complete application includes:

- A **detailed curriculum vitae in English** clearly elaborating educational background and professional experience relevant for the position.
- A **motivation letter in English in a separate document** including a clear mention of the profile applied for and full postal address. Please, do not send any supporting documents (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience, etc.) with your application at this stage.

3. Submission Date:

Complete applications must be submitted by **28th February 2017 (midnight, European time, GMT+1)**

Only shortlisted candidates will be contacted for interviews.