



## CALL FOR CANDIDATURES: ICT Development & Systems Support Officer - UfM/FT/2020/002

### 1. Subject:

The UfMS is seeking to incorporate an ICT Development & Systems Support Officer at its headquarters in Barcelona from an UfM member state. Below is the common job description, detailing the responsibilities and required skills and qualifications.

Job Description – ICT Development & Systems Support officer			
<b>Job Title</b>	ICT Development & Systems Support Officer	<b>Reports to</b>	Head of Unit Corporate and Support Services
<b>Dpt/Unit</b>	Corporate and Support Services Unit - Legal & Administration Department	<b>Staff Category Conditions</b>	Contracted Staff <b>Post Classification:</b> Officer/Analyst <b>Gross Salary Range:</b> 43.000 Euros Contract of 3 years, with a possibility of extensions up to 3 years' extension, following performance, applicable regulations and budget appropriations. 6 months' probation period.
<b>SUMMARY</b>			
<p>The ICT Development &amp; Systems Support Officer will design, plan and manage front-line Services for all ICT Systems. In cooperation with the ICT/CIS Officer, s/he will drive and support the use of technology in the Organization by:</p> <ul style="list-style-type: none"><li>managing the development and implementation of IT standards and policies, and provide technology support and solutions to meet the needs of the Organization;</li><li>ensuring the close day to day management of the technology infrastructure for the UfM Secretariat including upgrades; the design and test of operating systems and software's, the network distribution, installations, license management; server set up (...)</li><li>ensuring the direct management of outsourcing service providers to implement, enhance and schedule repairs and maintenance of ICT systems;</li></ul>			
<b>PRIMARY RESPONSIBILITIES</b>			
<b>Specific mission and tasks</b>			
<b>System development:</b>			
<ul style="list-style-type: none"><li>Liaise with Divisions and Departments to develop new system functionality in accordance with the UfMS strategies and needs;</li><li>Contribute to the ICT Development Plan and undertake development work as prioritized;</li><li>Assist in user acceptance testing programmes for all developments;</li><li>Manage the handover of training and support requirements for new developments;</li><li>Assist in developments utilizing standards such as Prince2 Project management principles;</li></ul>			



- Assist in developments utilizing standards such as ITILv3 service management standards.

**Systems Planning:**

- Participate in research and recommendation of improved infrastructure processes and technologies to include growth planning;
- Test new equipment, software & applications and applications and provide thorough feedback;
- Proactively schedule software upgrades and patching;
- Participate in providing software and system troubleshooting and support;
- Contribute in installing, maintaining, 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.

**Technology support:**

- Installing, inspecting and maintaining computers systems, IT infrastructure and network systems as required and in accordance with the policies and procedures;
- Responding to enquiries regarding system operation from users, tracking of issues and solutions;
- Performing daily system monitoring of servers and storages and responsible for managing backups and tape rotations;
- Assisting in managing and maintaining windows and mail user accounts;
- Maintenance of the internal portal;
- Maintaining and updating incident and service request logs;
- Providing basic training to end-users when necessary;
- ICT related administrative duties that include filing, record keeping and report writing;
- Contribute to the proper functioning of all office technology equipment, including IP telephone system, mobile devices, docking stations, PC, tablets and laptops;
- 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.

**Management of Vendor Services:**

- Work directly with vendors to schedule repairs and maintenance;
- Request, analyse, purchase and evaluate services with vendors and service providers;
- Provide procurement assistance including, but not limited to, researching solutions, engaging with potential vendors, making recommendations for product purchases and evaluating bids;

Other related tasks as assigned by the Head of Unit/Deputy Director of Administration.



## 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;
- Previous experience in software development, computer programming or other related fields;
- Excellent knowledge of Windows 7/10, Active Directory and TCP/IP Networks;
- Experience in handling Windows Servers 2008/2012 and related access management control;
- Logical and analytical approach to solving problems
- Good communication skills
- Able to work independently or as part of a team
- Able to direct the work of others
- Willing to actively maintain personal skills and knowledge of IT
- Deadline and detail oriented
- Proven ability to deal with discretion with confidential and sensitive dossiers and situations.

### DESIRABLE QUALIFICATIONS

- Knowledge of and/or experience in one or more Euro-Mediterranean countries;
- Proven capacity to work in a policy-driven institution operating in a multicultural geographical area, being able to recognize very diverse political, economic and social environments and to accommodate pragmatically and tactfully the activities of the institution to those different environments

## LANGUAGES

**Minimum Requirements:** Excellent level in English and in another UfM working language (French or Arabic). Spanish is desirable.

### 2. Submission Date:

To apply, you need to complete the [application form on the website](#) and include the following information and documents:

- A **detailed curriculum vitae in English (pdf version only)** clearly elaborating educational and professional experience relevant for the position. **Please note it is mandatory to choose a file name that includes your name i.e. "name-surname-cover letter".**
- A **motivation letter in English (pdf version only)** including a clear mention of the profile applied for and full postal address. **Please note it is mandatory to choose a file name that includes your name i.e. "name-surname-cover letter".**

Please, do not send any supporting documents (i.e.: copies of ID-card, educational certificates, evidence of previous professional experience etc.) with the application at this stage.



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### **3. Submission Date:**

Complete applications must be submitted by **31<sup>st</sup> of January 2021 (midnight, European time, GMT+1)**.