



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			
Job Title	ICT Development & Systems Support Officer	Reports to	Head of Unit Corporate and Support Services
Dpt/Unit	Corporate and Support Services Unit - Legal & Administration Department	Staff Category Conditions	Contracted Staff Post Classification: Officer/Analyst Gross Salary Range: 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.
SUMMARY			
<p>The ICT Development & 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">managing the development and implementation of IT standards and policies, and provide technology support and solutions to meet the needs of the Organization;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 (...)ensuring the direct management of outsourcing service providers to implement, enhance and schedule repairs and maintenance of ICT systems;			
PRIMARY RESPONSIBILITIES			



Specific mission and tasks

System development:

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



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 **4th of April 2021 (midnight, European time, GMT+1)**.