



ICT Senior Assistant (FRIM Developer/Integrator Technician)

Job categories	IT
Vacancy code	VA/2020/B5011/19597
Level	ICS-5
Department/office	NYSC, SDC, UN Technology Support Services
Duty station	Brindisi, Italy
Contract type	Fixed Term
Contract level	G5
Duration	1 Year (renewable subject to funds availability and satisfactory performance)
Application period	09-Apr-2020 to 21-May-2020

Applications to vacancies must be received before midnight Copenhagen time (CET) on the closing date of the announcement.

Background Information - Job-specific

*** THIS IS A LOCAL POSITION FOR WHICH ONLY APPLICANTS WHO ARE ITALIAN OR EUROPEAN UNION CITIZENS OR APPLICANTS WHO POSSESS A VALID RESIDENCE AND WORK PERMIT IN ITALY ARE ELIGIBLE FOR CONSIDERATION ***

The United Nations Department of Operational Support, Office of Information and Communications Technology (UN DOS-OICT) is responsible for the delivery of applications and technologies that satisfy the requirements of the Departments of Peacekeeping Operations and Operational Support (DPO/DOS) missions as well as Special Political Missions (SPMs).

The Technology Infrastructure Support Unit (TIS) is responsible for the delivery and maintenance of two TIER 3 Certified Data Centre Critical Facilities, maintaining the electromechanical platform where the entire telecommunication services are supported for the UN secretariat, agencies, funds and programs.

The section maintains the following services 24/7/365: Emergency power generation; High Availability UPS Systems of 3 MW; Remote monitoring and automation of systems; Cooling and ventilation; Fire suppression

systems; Solar generation of 324 kW; Other green practices as direct free cooling to ensure an eco-friendly and viable critical facility; Mission Support Products as Modular systems (MCC) in several versions for multiple applications; Hybrid Solar – Diesel generation and other standalone power self-sustainable systems.

The ICT Senior Assistant (FRIM Developer/Integrator Technician) working in UNGSC will liaise among project managers, design teams, operations teams, and our partners / suppliers communicating between all key stakeholders to ensure the smooth and successful implementation of new services and maintenance of existing ones.

Under the overall supervision of the UNOPS Senior Programme Manager, the incumbent works under the direct guidance of the Deputy Chief, Technology Infrastructure Support Unit (IOS) at the UNGSC Facility in Brindisi, Italy.

This is a position in UNOPS for supporting projects carried out for or in the United Nations Secretariat. The incumbent of this position will be a staff member of UNOPS under its full responsibility.

Functional Responsibilities

The ICT Senior Assistant (FRIM Developer/Integrator Technician) helps in initiating and promoting technology innovations in the area of Programmable Logic Controllers (PLC) and is responsible for following duties:

- Ensure system availability and continuity throughout operations by leveraging Asset Framework, a repository for models, hierarchies, objects and equipment that integrates with other components from Osisoft family.
- Support remote missions to gather requirements and identify solutions to integrate their facilities into Remote Infrastructure Management (FRIM): containers, buildings or similar storage for infrastructure, including all associated network and power systems and services.
- Update web dashboards for devices monitoring on FRIM platform.
- Support Deputy Chief TIS with technical advice about KPIs and business driven information that leads to costs savings or optimization in services/processes.
- Assist in managing third party interfaces to other systems/DB to integrate information from other systems/interfaces to provide reporting (integration with SAP, SQL) to check costings from Web Services etc.
- Maintain servers and review their health by patching, checking logs and Application Logs.
- Partake in preventive maintenance for the infrastructure equipment systems
- Assist the Team in ensuring of effective power conditions with regards to the Rack Hosting Space service for ICT critical operations in Data Centers.
- Support Central Service teams/contractor with change management activities in regard to Power Maintenance for the ICT critical Infrastructure.
- Assist in the design and development of the electrical infrastructure and alternative energy systems for the M-products.
- Perform other duties as may be reasonably required and in line with the incumbent's scope of services above

Impact of results:

The effective and successful achievement of key results by the ICT Senior Assistant (FRIM Developer/Integrator Technician) directly affects the overall efficiency and effectiveness of the relevant business unit/project, in ICT management, impacting the timely and effective implementation of the

respective services and deliverables. This ensures client satisfaction and promotes the image and credibility of UNOPS as an effective service provider in project services and management. This enhances UNOPS' competitive position as a partner of choice in sustainable development and project services in the country/region served.

Education/Experience/Language requirements

Education

- Completion of Secondary education is required.
- University Degree (Bachelor's or Master's) in industrial engineering, Industrial Design, PLC Automation, IoT, Control Systems or other relevant areas is desirable and may substitute for some of the required number of years of experience.
- ITIL Foundation Service Management, Prince 2 Foundation, or any other related field is desirable.
- Qualification for safety in operations on electrical systems is also desirable.

Experience

- 5 years of progressively responsible experience in management and integration of infrastructure systems is required.
- Working knowledge on SharePoint is required.
- Knowledge of Windows server administration is required.
- Knowledge of Excel and Power BI reporting tool to validate data and generate reports is required.
- Qualification on Osisoft PI and proved experience in AF/PI development is a plus.
- Experience in conducting "Disaster Recovery" operations on an ICT critical infrastructure is desirable.

Language

- Fluency in spoken and written English is a requirement.
- Knowledge of another official UN language is an asset.

Competencies



Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.



Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. **For people managers only:** Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilizing appropriate leadership styles.



Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).



Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.



Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.



Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.



Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.

Contract type, level and duration

Contract type: Staff

Contract level: G5

Contract duration: One year initially, renewable subject to satisfactory performance and funding availability

For more details about United Nations staff contracts, please follow this link:

<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/UN-Staff-Contracts.aspx> (<https://www.unops.org/english/Opportunities/job-opportunities/what-we-offer/Pages/UN-Staff-Contracts.aspx>)

Additional Considerations

- Please note that the closing date is midnight Copenhagen time
- Applications received after the closing date will not be considered.
- Only those candidates that are short-listed for interviews will be notified.
- **Qualified female candidates are strongly encouraged to apply.**

- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- Work life harmonization - UNOPS values its people and recognizes the importance of balancing professional and personal demands. We have a progressive policy on work-life harmonization and offer several flexible working options. This policy applies to UNOPS personnel on all contract types
- UNOPS seeks to reasonably accommodate candidates with special needs, upon request.
- For staff positions only, UNOPS reserves the right to appoint a candidate at a lower level than the advertised level of the post
- The incumbent is responsible to abide by security policies, administrative instructions, plans and procedures of the UN Security Management System and that of UNOPS.

It is the policy of UNOPS to conduct background checks on all potential recruits/interns. Recruitment/internship in UNOPS is contingent on the results of such checks.

Background Information - UNOPS

UNOPS is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian and development projects around the world. Our mission is to help people build better lives and countries achieve sustainable development.

UNOPS areas of expertise cover infrastructure, procurement, project management, financial management and human resources.

Working with us

UNOPS offers short- and long-term work opportunities in diverse and challenging environments across the globe. We are looking for creative, results-focused professionals with skills in a range of disciplines.

Diversity

With over 4,000 UNOPS personnel and approximately 7,000 personnel recruited on behalf of UNOPS partners spread across 80 countries, our workforce represents a wide range of nationalities and cultures. We promote a balanced, diverse workforce — a strength that helps us better understand and address our partners' needs, and continually strive to improve our gender balance through initiatives and policies that encourage recruitment of qualified female candidates.

Work life harmonization

UNOPS values its people and recognizes the importance of balancing professional and personal demands.

Background Information: Sustainable Development Cluster(SDC)

Based in New York, the Sustainable Development Cluster (SDC) supports diverse partners with their peacebuilding, humanitarian and development operations.

The SDC's services include grants management, development and special initiatives support, and technology support to the UN and UN agencies.

The SDC is part of the New York Service Cluster that supports the United Nations Secretariat, as well as a broadening community of other New York-based United Nations organizations, bilateral and multilateral partners in the delivery of UNOPS mandate in project management, infrastructure management, and

procurement management.

DISCLAIMER

The screening of your application will be conducted based on the information in your profile. Before applying, we strongly suggest that you review your [UNOPS Jobs profile](https://jobs.unops.org/pages/User/CreateProfile.aspx) (<https://jobs.unops.org/pages/User/CreateProfile.aspx>) to ensure completeness, especially the education and experience sections.

RELEVANT STORIES

- "UNOPS is a results-oriented organization – it therefore pushes me to perform at my best every day."

Mariacarmen Colitti

Senior Partnerships and Liaison Advisor

- "I am very proud to be a member of the UNOPS family. The projects and partners we work with really benefit those who need it most"

Vicente Huaquisto

Driver At Unops In Peru

[Explore our work >> \(https://www.unops.org/news-and-stories/?type%5B%5D=StoryArticle\)](https://www.unops.org/news-and-stories/?type%5B%5D=StoryArticle)