IAEA
International Atomic Energy Agency

Job Description

ERP Specialist (Travel & Meetings)(P3) - (2018/0168 (161165))

Organization MTIT-AIPS Management Section

Primary Location Austria-Vienna-Vienna-IAEA Headquarters

Posting Date 2018-02-28, 3:44:22 PM

Closing Date 2018-04-14, 10:59:00 PM

Duration in Months: 24

Contract Type: Temporary Assistance - Regular

Probation Period: 1 Year

Organizational Setting

The Department of Management (MT) provides a 'platform of services' that serves as a foundation for the successful delivery of the IAEA's scientific and technical programmes. Its mission statement is as follows: "MT is a partner and a business enabler that champions change and efficiency, leveraging a common purpose". Thus, among other support activities, it assists a scientific manager in recruiting the right expert, helps a technical officer coordinate the purchase of radiation equipment, and ensures that all Board documents are translated and distributed on a timely basis to Member States.
The Division of Information Technology provides support to the IAEA in the field of information and communication technology (ICT), including information systems for technical programmes and management. It is responsible for planning, developing and implementing an ICT strategy, for setting and enforcing common ICT standards throughout the Secretariat and for managing central ICT services. The IAEA's ICT infrastructure comprises state of the art hardware and software platforms in a partially decentralized environment. The Division has implemented an IT service management model based on ITIL (IT Infrastructure Library) and Prince2 (Projects in a Controlled Environment) best practices.
The IAEA's Enterprise Resource Planning (ERP) system, known as the Agency-wide Information System for Programme Support (AIPS), was implemented in a multi-phased phased approach beginning in 2011 and completing in 2017. AIPS provides a single, fully-integrated solution that standardizes and improves efficiency of business processes by leveraging the Oracle ERP suite of products. AIPS encompasses 8 business domains: finance, procurement, programme and project management, planning and budgeting, human resources and payroll, contacts, travel and events management. The AIPS Management Section (AMS) within the Division of Information Technology manages the operations, maintenance, improvements, and support for the AIPS system in collaboration with business process owners. The AMS Section consists of approximately 20 staff members and is led by a Section Head, who reports to the Director of Information Technology/CIO.

Main Purpose

The ERP Specialist (Travel & Meetings) is a member of the AMS and reports to the ERP Specialist (Travel & Meetings) P4. The ERP Specialist (Travel & Meetings) provides Oracle techno-functional support and leads the development, testing and deployment of the Oracle custom applications, portals and its interface(s) with AIPS applications. The incumbent applies technical knowledge of Oracle Applications and Oracle Development tools to support, design, build, test, implement and maintain modifications of the AIPS ERP system, aimed at improving business processes and systems to meet organizational needs.

Role

The ERP Specialist (Travel & Meetings) is: 1) a functional knowledge expert, providing solid knowledge and guidance of Oracle ERP technology principles and best practices; 2) a technical knowledge expert in troubleshooting and maintaining the custom applications developed using Oracle technologies such as ADF, OAF, and WFs etc.; 3) a knowledge expert in building and maintaining the web portals and necessary infrastructure & security requirements; 4) an expert in trouble shooting and providing support the integration techniques/standards such as middleware platforms, XML, ODI, SOA;5) a facilitator, soliciting inputs from other specialists including the implementation partner.

Functions / Key Results Expected

- Provide AIPS Travel and Meetings functional and technical application support in resolving all the issues arising out of integrations and interfaces with other AIPS applications as well as with third party applications.
- Coordinate all the relevant stakeholders of AIPS Travel and meetings domain to support in building the solutions and enhancements for solution to stabilize (including Vendor resources)
- Provide functional support to resolve the issues arising out of "Procure 2 Pay" cycle, and Hyperion Planning related to travel and meetings domain and cross functional domains. Support and implement any future upgrade projects.
- Resolve application service requests (incidents, problems, work requests) and identify business process improvement opportunities. Provide system solutions and lead them in implementation.
- Manage configuration of live ERP modules and implement application change requests (new features, new RICEFW components, configuration settings, modifications to existing features).
- Contribute to the development and implementation of user support and training modules and manuals and support training team in smooth execution of training.

Competencies and Expertise

Core Competencies

Name	Definition
Planning and Organizing	Plans and organizes his/her own work in support of achieving the team or Section's priorities. Takes into account potential changes and proposes contingency plans.
Communication	Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen to and understand the perspectives of others and proposes solutions.
Achieving Results	Takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the Department/Division's programme. Evaluates his/her results realistically, drawing conclusions from lessons learned.
Teamwork	Actively contributes to achieving team results. Supports team decisions.

Functional Competencies

Name	Definition
Client orientation	Helps clients to analyse their needs. Seeks to understand service needs from the client's perspective and ensure that the client's standards are met.
Commitment to continuous process improvement	Plans and executes activities in the context of quality and risk management and identifies opportunities for process, system and structural improvement, as well as improving current practices. Analyses processes and procedures, and proposes improvements.
Technical/scientific credibility	Ensures that work is in compliance with internationally accepted professional standards and scientific methods. Provides scientifically/technically accepted information that is credible and reliable.

Asset Expertise

Function	Name	Expertise Description
Information Technology	Information Security	Strong knowledge of secure coding techniques and information security

Information Technology - Oracle	Oracle Developer Tools (SQL/PLSQL/Forms /Reports/WF)	Intermediate knowledge in Oracle technologies in trouble shooting the custom applications and integrations.
Information Technology - Oracle	Oracle ERP Expertise	Strong knowledge in Oracle technologies in trouble shooting the custom applications and integrations. Strong knowledge in technical architecture and security framework to build and support custom applications.
Information Technology - Oracle	Oracle ERP Functional Services	Strong knowledge in supporting Oracle R12 Procure to Pay modules (Oracle Financials, Oracle Purchasing) and reasonable knowledge on Oracle Grants, Oracle HCM and Hyperion.
Information Technology - Oracle	Oracle Framework ADF/OAF	Hands on knowledge in implementing and supporting applications developed using OAF and ADF technologies
Information Technology - Oracle	Oracle Technical: OBIEE	Experience in designing and development of OBIEE reports to support Travel and Meetings business stake holders

Qualifications, Experience and Language skills

- University Degree (or equivalent experience) in Management, Accounting, Information Technology or related area.
- At least five years of progressively responsible experience in post go-live support (troubleshoot complex issues, test system patches and conduct regression tests) for an enterprise scale solution - Oracle E-Business Suite.
- At least 3 years of experience working with custom development using ADF technology.
  Strong business knowledge in Travel and Meetings domain, with good understanding of the requirements in the international public sector.
- Experience in maintaining and documenting the configuration of live Oracle ERP modules and its related changes.
- Ability to promote knowledge management initiatives, particularly through cultivating a culture of information and knowledge sharing.
- Experience working with and managing contractor resources including offshore resources
  Familiarity with ITIL is an asset.
- Excellent oral and written command of English. Knowledge of other official IAEA languages (Arabic, Chinese, French, Russian and Spanish) is an asset.

Remuneration

The IAEA offers an attractive remuneration package including a tax-free annual net base salary starting at **US $59151** (subject to mandatory deductions for pension contributions and health insurance), a variable post adjustment which currently amounts to **US $ 31705***, dependency benefits, rental subsidy, education grant, relocation and repatriation expenses; 6 weeks' annual vacation, home leave, pension plan and health insurance

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Applications from qualified women and candidates from developing countries are encouraged

Applicants should be aware that IAEA staff members are international civil servants and may not accept instructions from any other authority. The IAEA is committed to applying the highest ethical standards in carrying out its mandate. As part of the United Nations common system, the IAEA subscribes to the following core ethical standards (or values): Integrity, Professionalism and Respect for diversity. Staff members may be assigned to any location. The IAEA retains the discretion not to make any appointment to this vacancy, to make an appointment at a lower grade or with a different contract type, or to make an appointment with a modified job description or for shorter duration than indicated above. Testing may be part of the recruitment process
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