



Job Description

IT Systems Engineer(P3) - (2018/0164 (014245))

Organization MTIT-Enterprise Systems Unit

Primary Location Austria-Vienna-Vienna-IAEA Headquarters

Posting Date 2018-02-28, 2:31:10 PM

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

Duration in Months: 36

Contract Type: Fixed Term - Regular

Probation Period: 1 Year

Organizational Setting

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 hardware and software platforms, and cloud and externally-hosted services. 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 Infrastructure Services Section (ISS) is responsible for implementing, maintaining, and administering the ICT systems and services for high availability; designing, implementing, and operating IT security services; and managing the data centre. The platforms include Microsoft Windows servers, Linux servers, Oracle EBS infrastructure, data storage, and transmission networks, serving more than 2500 staff, as well as over 10000 external users around the world. The Section includes three Units: Network and Telecommunications, Enterprise Systems, and Security Systems.

Main Purpose

The purpose of the post is to define and create repeatable and consistent processes in the design, implementation, and maintenance of IT infrastructure.

Role

The IT Systems Engineer is (a) a technical specialist supporting the design and formulation of procedures and standards on all aspects of IT infrastructure; (b) a service manager and operation system administrator coordinating services delivery; and (c) a project manager/coordinator soliciting inputs from other specialists and assisting in defining, planning and executing projects.

Functions / Key Results Expected

- Project management: Manage IT projects on a daily basis to ensure that projects produce the required results. This includes planning and monitoring the project, directing and motivating the project team, and creating project documentation.
- Service management: Perform tasks to ensure the availability, performance and security of supported services within an agreed time frame. The service components include the software, hardware and operating systems. Tasks include the installation, upgrading, maintenance, monitoring and development of standard operating procedures.
- Technical guidance: Provide specialist advice based on professional expertise. Supervise less experienced colleagues, taking responsibility for the overall technical quality of their work. Provide on-the-job training and guidance to technical staff.
- Problem solving: Investigate and resolve problems for services within his/her own area of responsibility, following ITIL processes.

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.

Required Expertise

Function	Name	Expertise Description
Information Technology	IT Security	Strong knowledge and experience in design and implementation of IT security in the IT infrastructure.
Information Technology	Information Security	Strong knowledge of Information Security.
Information Technology	Project Management	Experience in managing IT projects using the best Project Management methodology such as PMP or Prince2.
Information Technology	Systems Administration	In-depth technical knowledge of Active Directory, DNS, DHCP, AD FS, AAD and other standard server services gained through experience supporting an Enterprise IT environment. Solid technical knowledge of automation and scripting.
Information Technology	Systems Administration	Up-to-date knowledge of and experience in administering Enterprise on-premise and Cloud systems
Information Technology	Systems Analysis	Experience leading root cause analysis of IT incidents and problems.

Information Technology Web Administration Solid technical knowledge of web administration.

Qualifications, Experience and Language skills

- University Degree - Computer Science, Information Technology or a related field.
- Internationally recognized Project Management Certification such as PMP or Prince2.
- Internationally recognized Information or IT Security Certification such as CISSP, CISM, CISA or GIAC is desirable.
- A minimum of five years of relevant experience in the IT infrastructure area indicated including up-to-date knowledge of and experience in administering Enterprise on-premise and Cloud systems
- Experience in project management, including project planning, work assignment and supervision, and in progress review and reporting.
- Knowledge of ITIL processes is desirable.
- 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](#)

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
