International Civil Aviation Organization
Vacancy Notice

POSITION INFORMATION

Post Title:	Information Systems Officer (Service Operations Manager)	Vacancy Notice:	2018/49/P 105849
Level:	P-3	Posting period:	30 October 2018 – 2 December 2018
Duty Station:	Montreal	Date for entry on duty:	As Soon As Possible

Special Notice:
The ICAO Assembly recently reaffirmed its commitment to enhancing gender equality and the advancement of women by supporting UN Sustainable Development Goal 5 **"Achieve gender equality and empower all women and girls."**

Female candidates are strongly encouraged to apply for ICAO positions, especially in the Professional and higher level categories.

THE ORGANIZATIONAL SETTINGS

The Bureau of Administration and Services (ADB) plays a lead role in the effective and efficient administrative management of the Organization by ensuring the provision of high-quality physical and human resources, by applying the highest standards of work ethics and conduct, and by using results based management skills and tools to support the Organization in implementing its Strategic Objectives, in order to serve all stakeholders of the world aviation community.

The Information and Administrative Services (IAS) Division falls under the auspices of the Bureau of Administration and Services (ADB) and is headed by the Director, IAS (DD/IAS) who has responsibility for planning, developing and implementing an information management strategy, setting and enforcing common ICT standards throughout the Organization.

The Enterprise Technology Section (ETS), under the management of the Chief, ETS Section (C/ETS), reports directly to the DD/IAS and is a service provider which plans, acquires or develops and manages the Organization's enterprise applications and systems. Key activities of the Section include the establishment of basic infrastructure and networking; software development and support for enterprise applications; ERP and Web management as well as Regional Offices support.

The Corporate Service Desk provides a single point of contact for all Users for IT services and General Services including requests and incidents for Building services, Conference services and security. In addition to actively monitoring and owning IT incidents and user questions, the Corporate ServiceDesk also provides the communications channel for other service management disciplines with the user community, for activities such as customer change requests, third parties (e.g. maintenance contracts), and software licensing.

Under the supervision of the Head of the Infrastructure Unit, the incumbent is responsible for the general operation of the Corporate Service Desk, assuming ownership for all IT-related service calls and managing workstation and printer lifecycles. The incumbent directly supervises General Service staff members and consultants.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Manages the Corporate ServiceDesk and the IT Service Technicians team, achieving results such as:
- Provide technical leadership with accountability for work plan development, delegation of responsibilities, coordination and monitoring to ensure the attainment of the Unit's mandated goals and objectives in the areas of service desk, asset management and desktop support.
- Manage the Unit's human resource component with accountability for proposing specific work activities in accordance with evolving mandates, drafting job descriptions, drafting recruitment requests including interview questions and participation on panels, conducting performance appraisals of Unit staff as first-line supervisor, identifying training needs and counselling staff on performance issues as well as providing career development guidance.
- Foster teamwork among staff in the Unit and other Units in the Programme and wider Secretariat.

Function 2 (incl. Expected results)

Executes assigned Information Technology Information Library (ITIL) standard management processes or sub-processes, achieving results such as:

- Manage full Incident Management process and sub processes related to Request Fulfilment, Access Management, Security Management, and Configuration Management.
- Manage projects and work packages related to configuration, implementation, deployment and refinement of organizational service desk tools and other projects related to the operations of the Corporate Service Desk and related activities (such as a migrations, upgrades and system-change of related tools and processes).
- Ensure early consideration of Service Desk aspects are taken into account during project planning through participation in project planning activities, as appropriate.
- Monitor change-management processes initiated through the IT Service Desk in order to coordinate any related follow-up action with the other teams in the ETS and BTS Sections.
- Monitor the application of appropriate configuration management processes within the support teams and ensure all relevant data is correct and that any major changes or deployment of software or hardware are undertaken in conjunction with the Configuration Management Process.
- Propose and lead changes and/or enhancements to system-processes, Service Level Agreements (SLA) and related documentation.
- Ensure effective functioning and integration of the Corporate Service Desk as a centralized, customer-focused entity.

Function 3 (incl. Expected results)

Monitors and takes ownership of all IT incidents and requests submitted via the Corporate ServiceDesk, achieving results such as:

- Execute the activities of the Corporate Service Desk unit by leading a team of IT process and technical analysts, as well as support staff in ensuring flexible, consistent and reliable service availability and business continuity Secretariat-wide, including computer and end user support (desktops, laptops, mobile devices and tablet devices) as well as web conferencing including Lync, WebEx and Skype and providing second line application support to SharePoint and other assigned systems. Implement and improve 'best-practice' related processes and standards for the Service Desk.
- Manage the Service Desk's workforce-planning, goals, objectives and priorities, and prepare operational plans.
- Ensure appropriate allocation of priority-levels and response-time in services provided, adequate prioritization and escalation of work orders, as well as rapid follow-up and resolution of escalated work orders.
- Follow up on work orders escalated to the other ETS teams (such as network, system support, user support or information systems teams).
- Analyse Service Desk performance, incidents, problems and escalation reports to ensure that all breaches of SLAs are identified and that effective change processes and/or solutions are recommended, as well as produce comprehensive periodic reports to management.
- Maintain the knowledge-base system in the IT Service Desk tool, ensuring that the respective information is consistent and integrated, and that procedures and processes are documented, updated and reflected in the IT Service Desk tools.
- Coordinate with Regional Office IT staff the delivery and availability of IT support in their office in line with the objectives of the One-ICAO initiative to provide comparable IT services to all ICAO staff without distinction of the office location.

Function 4 (incl. Expected results)

Develops and applies an effective and workable framework for managing and improving customer IT support in the Organization. Oversees the Solutions repository and ensures top quality solutions are available to the staff and the users, achieving results such as:

- Manage communications to the end users for service interruption.
- Monitor end user satisfaction survey submitted through the Service Desk system.
- Handle communication with senior users and Delegations.
- Communicate with the end users about service enhancement and available work around for known issues.
- Liaise with external vendors and other contractual partners to ensure IT services and supplies are delivered in time and according to contract.
- Contribute to the review and modification of Administrative Instructions related to the usage of IT Services**.**

Function 5 (incl. Expected results)

Manages the provision of hardware and software to end users, achieving results such as**:**

- Control the allocation of software licenses to end users to maintain licensing compliance.
- Verify that software licenses are assigned based on approved business requirements and properly integrated into the environment.

- Work with users to determine the equipment best suited for their needs, based on their usage.
- Keep an inventory of IT equipment subject to life-cycle replacement, review and approve the list of equipment due for replacement.
- Manage the procurement process of PC and printers and coordinate the deployment of new equipment to users.

Function 6 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

A first-level University degree, preferably in computer science, engineering, mathematics, business or a related field is required.

Professional experience

Essential

- At least 6 years of experience in the management of Service Delivery.
- At least 3 years of experience within an ITIL-based Service environment.
- A minimum of 3 years' experience in providing support to computer end users.

Desirable

- Functional and/or technical experience in the following areas:
    - Office Applications (Word, Excel, Visio, SharePoint, K2)
    - ServiceDesk management system.

Languages

Essential
Fluent reading, writing and speaking abilities in English.

Desirable
A working knowledge of any other language of the Organization (Arabic, Chinese, French, Russian, or Spanish).

COMPETENCIES

Professionalism: Extensive knowledge and practical experience in the operation and management of an ICT Service Desk as well as knowledge of common incident reporting and management tools; Sound knowledge of Microsoft Office, more specifically SharePoint, MS Project and MS Word; Knowledge of collaboration tools such as Confluence, and Jira, is an asset; Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
Client Orientation: Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style, and format to match the audience; demonstrates openness in sharing information and keeping people informed.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitations of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Accountability: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

CONDITIONS OF EMPLOYMENT

It should be noted that this post is to be filled on a fixed-term basis for an initial period of three years (first year is probationary for an external candidate).

ICAO staff members are international civil servants subject to the authority of the Secretary General and may be assigned to any activities or offices of the Organization within the duty station.

ICAO staff members are expected to conduct themselves in a manner befitting their status as international civil servants. In this connection, ICAO has incorporated the 2001 Standards of Conduct for the International Civil Service into the ICAO Personnel Instructions. A copy of the Standards of Conduct as well as the summary of benefits is available on the ICAO employment website at http://www.icao.int/Employment

The statutory retirement age for staff entering or re-entering service after 1 January 2014 is 65. For external applicants, only those who are expected to complete a term of appointment will normally be considered.

Remuneration:	Level P-3	Net Base Salary per annum	+	Post Adjustment (net) per annum(*)
		USD $59,151		USD $22,832

(*) Post Adjustment is subject to change.

HOW TO APPLY

Interested candidates must complete an on-line application form. To apply, please visit ICAO's e-Recruitment website at: https://careers-new.icao.int.

NOTICE TO CANDIDATES

ICAO does NOT charge any fees or request money from candidates at any stage of the selection process, nor does it concern itself with bank account details of applicants. Requests of this nature allegedly made on behalf of ICAO are fraudulent and should be disregarded.