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Job Description

Section Head (IT Infrastructure)(P5) - (2018/0173 (014144))

Organization: MTIT-Infrastructure Services Section

Primary Location: Austria-Vienna-Vienna-IAEA Headquarters

Job Posting: 2018-03-06, 4:26:58 PM

Closing Date: 2018-04-17, 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

Reporting to the Director, Division of Information Technology and Chief Information Officer, the Section Head is responsible for the effective and efficient delivery of all internally managed and third-party IT infrastructure, and operations of all centrally-managed IT systems. The Section Head also serves as Enterprise Technology Architect.

Role

The Section Head is: (1) a leader and manager, providing guidance and managerial support to the team, and planning human, technical and financial resources with a view to achieving efficient and effective results; (2) a substantive expert, leveraging knowledge and experience in the field of infrastructure, operations, cloud and architecture; (3) an adviser on all aspects of ICT infrastructure, and (4) a member of the Division of Information Technology leadership team.

Functions / Key Results Expected

- Delivers reliable, highly available, performance, and secure infrastructure and operations services;
  Drives prevention and resolution of major incidents with due urgency. Ensures strong problem management and root cause analysis to identify and implement appropriate corrective actions;
- Sets the mission and vision for the Infrastructure Services Section to foster a business-oriented culture and mind-set driven by a focus on high availability, system resilience, continuous improvement, security, and cost effectiveness;
- Leads the development of the infrastructure and operations strategy and roadmap, and ensures its integration into the overall Business Technology Strategic Plan;
- Leads the development and implementation of procedures to continually raise the operations and delivery capabilities;
- Works with the IT senior leadership team on the service portfolio and governance required to prioritize resources;
- Acts as a trusted advisor, and builds and maintains relationships with other IT and business leaders to develop a clear understanding of business needs; ensures cost-effective delivery of IT services to meet those needs; and responds with agility to changing business priorities;
- Develops the annual operating and capital expenditure plan for infrastructure and operations;
- Leverages influencing and negotiation skills across IT and the enterprise to enable cost-effective and innovative shared solutions in achievement of business goals.
  Assesses internal and external technology capabilities required to deliver required capabilities;
- Maintains currency on new technologies and platforms and provides direction on what emerging technologies should be assimilated, integrated, and introduced to ensure IT capabilities respond to the business needs;
- Participates in the IT organization's innovation efforts and in experimenting with new solutions to take advantage of business opportunities;
- Provides strategic direction and oversight for the design, development, operation and support of IT systems that fulfil the needs of the business, including the full life cycle of technical architecture, infrastructure engineering, infrastructure operations, and IT service support;
- Directs the development of infrastructure and operations sourcing strategy and provides executive oversight for strategic vendor and partner relationship management;
- Forecasts future skill needs to acquire and develop an IT workforce with the appropriate mix of business knowledge, technical skills, and competencies that balance between growing the agility required to achieve business objectives and ensuring the core IT functions are reliable, stable, secure, and efficient; Drives the development of enterprise technology architectures and standards, and performance metrics to ensure infrastructure and operations delivers value;
- Provides leadership, coaching and direction to the Infrastructure Services team;
- Recognizes that critical IT systems must operate 24x7x365 and understands the need for availability/work outside office hours;

Competencies and Expertise

Core Competencies

Name	Definition
Planning and Organizing	Sets clearly defined objectives for himself/herself and the team or Section. Identifies and organizes deployment of resources based on assessed needs, taking into account possible changing circumstances. Monitors team's performance in meeting the assigned deadlines and milestones.
Communication	Encourages open communication and builds consensus. Uses tact and discretion in dealing with sensitive information, and keeps staff informed of decisions and directives as appropriate.
Achieving Results	Sets realistic targets for himself/herself and for the team; ensures availability of resources and supports staff members in achieving results. Monitors progress and performance; evaluates achievements and integrates lessons learned.
Teamwork	Encourages teamwork, builds effective teams and resolves problems by creating a supportive and collaborative team spirit, remaining mindful of the need to collaborate with people outside the immediate area of responsibility.

Functional Competencies

Name	Definition
Client orientation	Examines client plans and develops services and options to support ongoing relationships. Develops solutions that add value to the Agency's programmes and operations.
Commitment to continuous process improvement	Assesses the effectiveness of functions and systems as well as current practices; streamlines standards and processes and develops innovative approaches to programme development and implementation.
Technical/scientific credibility	Provides guidance and advice in his/her area of expertise on the application of scientific/professional methods, procedures and approaches.

Required Expertise

Function	Name	Expertise Description
Information Technology	IT Hardware Installation and Maintenance	Experience in IT Infrastructure Management and Architecture;
Information Technology	IT Security	Strong knowledge and experience in IT Security;
Information Technology	Information Security and Risk Management	Strong knowledge and experience in Information Security and Risk Management;
Information Technology	Network Architecture	Experience in IT Network Architecture;
Information Technology	Project Management	Strong knowledge and experience in IT Project Management;

Qualifications, Experience and Language skills

- Master's Degree - Advanced University Degree in Computer Science, Electrical Engineering or related disciplines (or University degree with two years of relevant working experience may be accepted in lieu of the Advanced University Degree);
- Non-Degree Program - Accredited Certification in information security such as CISSP (Certified Information Systems Security Professional) or CISM (Certified Information Security ManagerNon-Degree Program - Accredited Certification in quality management or continuous improvement such as LEAN or Six Sigma (desirable);
- Non-Degree Program - Accredited Certification in information security such as CISSP (Certified Information Systems Security Professional) or CISM (Certified Information Security Manager) (desirable);
- Non-Degree Program - Accredited Certification in Project Management (PMP, Prince2) (desirable);
- Non-Degree Program - Accredited Certification in ITIL (desirable);
- Non-Degree Program - Accredited Certification in TOGAF (desirable);
- At least 10 years of relevant experience with proven experience in data centre operations, Cloud services integration and management, strategic planning, establishing and managing commercial contracts, and managing staff and projects;
- At least 5 years of experience leading large, cross-functional teams, influencing senior-level management and key stakeholders effectively across the organization and within complex contexts;
- Proven experience or demonstrated capability in leading IT transformational initiatives in complex and dynamic environments is desirable;
- Experience in ICT service delivery and management in a large scale and complex ICT infrastructure environment;
- Experience and solid knowledge of a variety of ICT technologies in various infrastructure domains, as well as Cloud solutions and DevOps;
- Excellent oral and written command of English. Knowledge of other official IAEA languages (Arabic, Chinese, English, 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 $85543** (subject to mandatory deductions for pension contributions and health insurance), a variable post adjustment which currently amounts to **US $ 45851***, 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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