Organizational Setting and Reporting Relationships: These positions are located centrally in the Communications and Information Technology Service, Campus Support Section, United Nations Support Base, Valencia Spain. Incumbents will report directly to the Chief Telecommunications Engineer of Campus Support.

Responsibilities: Within delegated authority, the Information Systems Assistant will be responsible for the following duties: *(These duties are not all inclusive nor are all duties carried out by all Information Systems Assistants.)*

- Acts as focal point for receipt and processing of user requests.
- Utilizes dedicated software to enter, track and follow up on user requests in accordance with ITIL standards
- Maintain a VMware View Infrastructure and Virtual Desktop Infrastructure including pool management, creation and installation of Thin Apps in the UNSBV cloud computing infrastructure.
- Undertake Adds, moves and changes for users
- Manage email accounts and customer support in a Outlook // MS Exchange environment.
- Provides basic technical support on relevant hardware and software systems applications in assigned area.
- Provides direct user support for Laptops, netbooks and android devices.
- Create, install and maintain computer images for the UNGSC and missions as directed including the management of "Golden Images" for VDI Infrastructure.
- Supports the infrastructure printing requirements including clearing paper jams, initial troubleshooting and print queue assignments.
- Installs and supports peripheral devices as instructed.
- Manages the Active Directory and File servers in a windows Server 2008 environment
- Installs application systems software and hardware according to specifications.
- Provides basic support in the planning, specification, design, development, implementation and maintenance of customized application software systems; works with senior IT staff on the definition and specification of requirements; builds, tests and modifies prototype application software based on detailed instructions; installs and maintains software systems.
- Conducts research on new technologies as requested; keeps abreast of developments in the field; assists in testing and evaluating new products and technologies.
- Performs other related duties as required.

Work implies frequent interaction with the following:
Customer base of the UNSB-V infrastructure, Chief, Campus Support, IT counter parts in the United Nations Support Base, Brindisi, Network Control Center and other missions.

Results Expected: Provides reliable service to customers and reports on a weekly // monthly basis of the status of the Service Desk for requests received, processed and finished. Consistently applies relevant standards and guidelines. Efficiently processes work and requisite follow-up, seeking advice as needed. Effectively, and in a timely manner, interacts with colleagues and user groups.

Qualifications:

Education: High school diploma or equivalent with relevant technical training and certification. Microsoft, VMWare View and ITIL certification is a plus.

Experience: Several years of experience in information systems and call centers. Experience in MS Exchange and Vmware View is a plus. Knowledge of all TCP/IP protocols is required, UNIX and scripting experience is an asset

Language: English and French are the working languages of the United Nations Secretariat. For the post advertised, **fluency in oral and written English is required**. Knowledge of another official United Nations language is an advantage.
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Other: Ability to lift 20kg and possess a national driver's license. Knowledge of United Nations core systems a plus, but not required.

Competencies:

- **Professionalism**: Knowledge ot IT infrastructures, software and hardware troubleshooting and networking protocols to provide user support.   Ability to respond to changing requirements and assignments, ability to apply good judgment in the context of assignments given.   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. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.
- **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 audience; demonstrates openness in sharing information and keeping people informed.
- **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.
- **Planning& Organizing**: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
- **Accountability**: Takes ownership of all responsibilities and honors 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.

- **Creativity**: Actively seeks to improve programmers or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.
- **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.
- **Commitment to Continuous Learning**: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.
- **Technological Awareness**: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Interested candidates who possess the relevant qualifications and experience and able to commence work on short notice in Valencia, Spain are invited to submit their CV in English BY EMAIL ONLY to: gscvalenciasupportoffice@un.org

PLEASE INDICATE "Trigyn Campus Support" IN THE SUBJECT LINE OF YOUR E-MAIL. APPLICATIONS MUST BE RECEIVED BY THE DEADLINE: 6 JANUARY 2017. APPLICATIONS RECEIVED AFTER THE DEADLINE WILL NOT BE CONSIDERED.