



| | | | |
|----------------------|---------------------------------------|--------------|------------|
| POSITION TITLE: | Support Assistant | GRADE: | G-5 |
| LOCATION: | Budapest, Hungary | DURATION: | Fixed Term |
| ORGANIZATIONAL UNIT: | Support Group, Shared Services Centre | POST NUMBER: | 2001732 |

DUTIES AND RESPONSIBILITIES

Under the supervision of Finance Officer, the incumbent will support the users with information, guidance and technical assistance and process various types of transactions in FAO corporate administrative systems. In particular, will:

- assist FAO personnel, transaction initiators and approvers in processing Procure to Pay, Finance, Travel and HR transactions in the FAO Global Resource Management System (ORACLE), and advise on associated rules and procedures;
- supervise day-to-day operations of the Help Desk team, assign tasks and provide guidance to the Help Desk team members;
- provide advice to staff on transactions for compliance with the FAO rules and procedures;
- assist users in operating FAO corporate systems (Budget Maintenance Module, Management Information System, iRecruitment, and few others);
- monitor transactions related to non-staff personnel to ensure data quality, communicate and request adjustments as appropriate and perform follow-up;
- identify where users encounter problems in processing transactions, identify data discrepancies in the system, propose adjustments as appropriate, participate in testing system changes;
- initiate a variety of routine transactions in the FAO Global Resource Management System;
- draft routine documents and correspondence relating to the above;
- bring to the attention of the supervisor recurring problems;
- perform other duties as required.

REQUIREMENTS – ESSENTIAL

Applications are normally not considered from candidates who do not possess ALL of the Essential Qualifications

Education: Secondary school education.

Experience: Four years of administrative work experience.

Language: Working knowledge (Level C) of English.

Other: Familiarity with financial/HR computerized systems. Initiative and ability to plan and organize work, set priorities and meet deadlines. Ability to maintain accurate records. Ability to draft routine correspondence and to write and spell correctly. Ability to handle confidential material with discretion. Ability to collaboratively work as a member of a team.

REQUIREMENTS – DESIRABLE

Education: Specialised training in customer support, accounting, business administration or other related fields

Experience: Experience in customer support, accounting, budget or other related fields would be an asset.

Language: Knowledge of other FAO official language(s) (Arabic, Chinese, French, Russian, Spanish)

All candidates should possess computer/word processing skills and be able to establish and maintain effective working relationships with people of different national and cultural background.

REMUNERATION

Remuneration is established in accordance with the ICSC General Service local salary scale.

| | |
|---|---|
| <p>Please send your application by email, quoting</p> <p>VA-2014-4-SSC</p> | <p>E-mail: VA-2014-4-SSC@fao.org</p> <p>FAO of the UN, Shared Services Centre – Budapest Kossuth Lajos Tér, 11 – 1055 Budapest</p> <p>Fax No: 0036 13011732</p> |
|---|---|

PLEASE NOTE THAT FAO IS A NON-SMOKING ENVIRONMENT.