



Issued on: 27 June 2011

Deadline For Application: 25 July 2011

POSITION TITLE:	Systems Support Officer	GRADE LEVEL:	P-2
		DUTY STATION:	Rome. HQ
ORGANIZATIONAL UNIT:	OPERATIONS INFORMATION SYSTEMS BRANCH, CIOO	DURATION *:	Fixed Term: Three Years
	Chief Information Officer Division, CIO	POST CODE/N°:	C/1015761
		CCOG CODE:	1A05

Applications from qualified women as well as from qualified nationals of non-and under-represented member countries are encouraged

DUTIES AND RESPONSIBILITIES

Under the general supervision of the Chief, CIOO, and the direct supervision of the relevant team leader, the incumbent will provide technical support for enterprise and stand-alone software information systems utilized by the Organization in accordance with defined Information Systems procedures & guidelines. In particular, the incumbent will:

- Participate in activities across the full application lifecycle, including design, development, testing, implementation and support;
- Provide tier-2 and tier-3 support to ensure that supported information systems are fit for purpose and in line with CIO standard procedures and relevant service agreements;
- Analyse system performance and functionality and make recommendations for optimization;
- Maintain up-to-date technical documentation on supported information systems including system configuration, changes and problem/error resolution;
- Coordinate the work of non-staff human resources;
- Perform other related duties as required.

MINIMUM REQUIREMENTS

Candidates should meet the following:

- University Degree in Computer Science, Mathematics, Statistics, or a related field
- Three years of relevant experience in the development and support of large-scale software information systems which included experience with Enterprise Resource Planning (ERP) systems
- Working knowledge of English, French or Spanish, and limited knowledge of one of the other two

SELECTION CRITERIA

Candidates will be assessed against the following:

- Relevance and extent of experience in full application lifecycle activities for software information systems utilized across the enterprise as well as to meet specialized operational needs
- Relevance and extent of experience in the development and support of large-scale software information systems which included experience with ERP systems, preferably using Oracle E-Business Suite (eBS)
- Demonstrated ability in analysing matters of moderate complexity and in resolving problems quickly
- Ability to work as part of a multicultural team and in exercising sound judgement
- Quality of both oral and written communication skills

Please note that all candidates should possess computer/word processing skills and should be capable of working with people of different national and cultural backgrounds.

* **The length of appointment for internal FAO candidates will be established in accordance with applicable policies pertaining to the extension of appointments**

REMUNERATION

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, click on the following link: <http://icsc.un.org/>

TO APPLY: Carefully read and follow the **Guidelines to applicants**

Send your application to:

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Chief, CIOO
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Fax No: +39 06 57056204
E-mail: VA-2569-CIO@FAO.org

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