



POSITION TITLE:	Operations Manager, CIO-OSDSC	GRADE LEVEL:	P-4
		DUTY STATION:	Bangkok, Thailand
ORGANIZATIONAL UNIT:	Offshore Systems Development and Support Centre, OSDSC	DURATION *:	Continuing
	Chief Information Officer Division, CIO	POST CODE/N°:	0044229
		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 Principal Officer, the incumbent will be responsible for managing the operation of FAO's Offshore Systems Development and Support Centre (OSDSC). In particular, the incumbent will:

- Manage OSDSC and its staff and consultants effectively, coordinate their development programme and ensure their activities are well-planned, coordinated and appropriately monitored;
- Coordinate recruitment of consultants;
- Contribute to the preparation of overall CIO service strategy, policy and standards;
- Periodically revise and maintain a disaster recovery plan of the OSDSC office and ensure that it is appropriately tested;
- Ensure adherence to FAO policies, engage in healthy work ethics and maintain a cooperative work environment within the office and with OSDSC clients;
- Oversee OSDSC administrative matters and coordinate with RAP or the Shared Services Centre (SSC) on all administrative matters under their responsibility;
- Build partnerships and promote collaborations with other UN agencies for common cost savings and increased effectiveness;
- Manage office infrastructure environment to ensure a reliable, stable, legal and healthy environment for hosting development and support efforts;
- Ensure proper security measures are observed and practiced by office personnel; oversee and ensure emergency evacuation procedures are tested periodically;
- Monitor and report to management and clients on benefits and progress achieved and issues affecting deliveries and proposals;
- Promote the use of the OSDSC facility to enable extending service provision and reducing service costs;
- Perform other related duties as required.

MINIMUM REQUIREMENTS

Candidates should meet the following:

- University Degree in Computer Sciences, Engineering, Business Administration or a related field
- Seven years of relevant experience in providing IS/ICT development and support services and managing teams
- Working knowledge of English and limited knowledge of Arabic, Chinese, French, Russian or Spanish

SELECTION CRITERIA

Candidates will be assessed against the following:

- Extent of experience in managing systems development and/or support services from a remote location
- Extent of experience in project management and providing support services utilizing established methodologies such as PRINCE2 and ITIL
- Demonstrated ability to proactively plan and maintain a stable, safe and productive working environment
- Demonstrated ability in leading changes, managing resources and delivering results-based work
- Extent of experience in leading multicultural teams and creating partnerships at all levels
- 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:

V.A 2577-CIO
Office of Principal Officer, CIOE
FAO Viale delle Terme di Caracalla 00153 Rome ITALY
Fax No: +39 06 570 56204
E-mail: VA-2577-CIO@fao.org

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