



**Post Title:** ICT Officer  
**Post Number:** IEP/PA/019  
**Grade:** P3  
**Organizational Unit:** UNESCO International Institute for Educational Planning (IIEP)  
**Primary Location:** Paris, France  
**Recruitment open to:** Internal and external  
**Length:** Two years  
**Type of contract:** Project Appointment  
**Annual salary:** 74 100 euros approx.  
**Deadline (midnight, Paris time):** 13 November 2015  
**Applications to be sent by email to:** [itpa019@iiep.unesco.org](mailto:itpa019@iiep.unesco.org)

#### OVERVIEW OF THE FUNCTIONS OF THE POST

Under the overall authority of the Director of the UNESCO International Institute for Educational Planning and the direct supervision of the Finance and Administrative Officer, the Information, Communications and Technology Officer ensures the continuity of IT services provided to users, anticipates changes, recommends transformation projects of information technology systems, implements them in collaboration with other teams, and assumes the position of "business partner" to the different units.

The incumbent will:

##### Recommend IT strategy and coordination systems:

- Lead the writing of the IT blueprint. Hold regular exchanges with team leaders and demonstrate a willingness to understand the dynamics and strategy of the Institute to provide a scalable and adapted approach
- Perform needs assessment for new applications and modifications to existing ones; make sure the related policies are followed
- Act as Focal Point on the Information Technology and Services Committee, in monitoring information technology and information systems, and developing recommendations to management to support the overall strategy of the IIEP
- Be the guarantor of compliance with UNESCO standards. Through frequent contact with the UNESCO headquarters, the ICT Officer will provide access to the tools of the Organization. Develop, where appropriate, an outsourcing policy or call for service

##### Provide Support and technical improvements:

The ICT Officer is responsible for the smooth running of computer and telecommunications systems and ensuring users get maximum benefits from them. This includes:

- Planning, in coordination with the Division of Knowledge Management & Information Systems (KMI) at UNESCO headquarters, for the rollout of new functionalities, applications or services, systems upgrades and implementing IT infrastructure changes: install systems, network components, hardware and software
- Monitoring and maintaining computer systems and networks
- Helping to set up systems and resolving issues

- Troubleshooting system and network problems and diagnosing and solving hardware or software faults; providing support, including procedural documentation and relevant reports
- Supervising an IT Assistant in the installation of systems and applications, and in providing technical support

#### Technical Support to web site development and administration:

The ICT Officer will support the development of web related projects of the Institute, especially on e-learning and collaboration tools. This includes:

- Building up and configuring the environment to host websites. Defining test scenarios. Act as a technical focal point for external developers. This activity may involve development of modifications or extensions to the core applications
- Being responsible for change management activities, including data migration

#### Manage activities and budget of the IT unit:

- The ICT Officer proposes the organizational and technical developments of the unit, and business developments based on new technologies in coordination with KMI at UNESCO headquarters. He/she must be sensitive to the management of costs and not neglect the technical and functional qualities of the proposed solutions
- The ICT Officer implements tools and processes for monitoring the operating costs of the entire computer system, including telecommunications, and implements processes to optimize and simplify many tasks
- The ICT Officer proposes the unit's operating budget and is responsible for its management. The ICT Officer is a Project Officer, and a technical expert, who undertakes cost analysis, studies return on investment, and is responsible for the cost-recovery plan
- He/she updates and maintains the ICT equipment inventory

### REQUIRED QUALIFICATIONS

#### EDUCATION

- University degree (preferably at Masters level) in Information Technology, or equivalent professional qualification.

#### WORK EXPERIENCE

- 4 to 7 years of professional experience as IT/IS Officer, ICT coordinator, System analyst or equivalent.
- 5 years in client/server administration in Open source LAMP environment

#### SKILLS/COMPETENCIES

Technical:

- Microsoft Windows 2012, Exchange 2013, Microsoft Office 2013, SharePoint 2013 (intranet), Active directory.
- Master Linux, Apache, Mysql, PHP.
- Management of backups (such as: BackupExec and Arkeia)
- Antivirus (such as: SEP and SEPM).
- Firewall (such as: Juniper Firewall), VPN

Personal:

- Integrity, including a commitment to respecting privacy rules and confidentiality of data systems and following IIEP leadership's strategic direction
- Strong communication skills, including listening to others, and ability to collaborate across teams and adapt as needed
- Openness in sharing information and keeping people informed
- Ability to keep abreast of available technologies
- Ability to work well under pressure

- Strong ability to manage priorities

#### **LANGUAGES**

- Excellent knowledge of French. A good working knowledge of English an asset.

### **DESIRABLE QUALIFICATIONS**

#### **WORK EXPERIENCE**

- Experience in delivering training to end users
- Experience on e-learning platforms
- Experience working in an international setting

#### **SKILLS/COMPETENCIES**

- Project Management
- Moodle knowledge would be an added advantage
- PHP development would be a plus
- Network management
- Management of telecommunication system (such as: PBX Alcatel 4400)

### **BENEFITS AND ENTITLEMENTS**

UNESCO's salaries are calculated in US dollars and paid in Euros at Headquarters, exempt of income taxes. They consist of a basic salary and a post adjustment which reflects the cost of living in a particular duty station and exchange rates.

Other benefits include: 30 days annual leave, family allowance, home leave travel, education grant for dependent children, pension plan and medical insurance. More details on [the ICSC Web site](#).

Please note that UNESCO is a non-smoking Organization.

### **HOW TO APPLY**

To apply, please send your CV together with the cover letter to: [itpa019@iiep.unesco.org](mailto:itpa019@iiep.unesco.org)

Please label the subject line "ICT Officer" (P3). The deadline for submission is 13 November 2015 at midnight (Paris time). The appointment is contingent on the availability of funds.

**A WRITTEN EXAMINATION MAY BE USED IN THE EVALUATION OF CANDIDATES.**