



United Nations  
Educational, Scientific and  
Cultural Organization

UNESCO  
INSTITUTE  
*for*  
STATISTICS

15 June 2016

### Vacancy Notice

**TITLE:** I.T. Support Specialist

**CONTRACT TYPE:** Short term Contract: Service Contract

**DURATION:** Initial duration of 12 months with possibility of renewal

**SALARY:** CAD 3,081.08/month net of taxes

**OFFICE:** UNESCO Institute for Statistics  
Statistical Services and Technology (SSAT)

**1. DUTIES:**

Under the overall administrative authority of the Director of the UNESCO Institute for Statistics (UIS) and the Section Head of SSAT, and the direct supervision of the Network Systems Administrator, the incumbent will be responsible for providing desktop support to all staff and assisting with information technology (IT) systems administration. This will include performing the following General Services level tasks:

1. Delivery of day-to-day IT support of approximately 100 Windows 7/10 laptops/desktops (both local and in remote offices), 20+ production Windows servers, 8+ terabytes of storage, photocopiers, printers, faxes and the overall computing environment. Resolve technical hardware, software, or service problems with the IT environment of the Institute and ensure all issues and resolutions are documented while maintaining absolute discretion in dealing with confidential data and documents.
2. Coordinate with and between IT colleagues in headquarters and with external service providers and suppliers as appropriate.
3. Assist in the management and maintenance of the server environment to ensure peak operating efficiency and that all systems are properly backed up.
4. Assist in the planning and implementation of a wide array of IT projects.
5. Ensure the effective application of IT policies in the Institute and recommend improvements to the technical environment, service delivery models and IT policies.

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6. Recommend and implement information management approaches for supporting collaboration and effective internal coordination using file shares and intranet site(s).
7. Maintain the inventory documentation for all UIS IT hardware and software, including tracking warranty and license expiration.
8. Assist staff with the use of the AV systems in the office meeting rooms. This will include assisting with setting up the system for presentations, video conferences and teleconferences.
9. Monitor photocopier status, replace consumables when necessary, review monthly invoices to confirm accuracy, and maintain appropriate stock levels of replacement supplies.
10. Assist with selecting and procuring equipment and software when necessary.
11. Assist with coordinating the disposal of old equipment.
12. Perform any additional activities that may be required to ensure the success of the team as requested by the supervisor.

**OCCUPANT RESPONSIBLE TO:** Network Systems Administrator

**2. EDUCATION:** The position requires the completion of secondary education.

Additional post-secondary education in the field of IT, whether through full time studies or technical certifications (MCP, A+, VMWare, etc.) are an asset.

**3. EXPERIENCE:** Our environment consists of Lenovo desktops and laptops running Windows 7 and Office 2010. The backend is a Windows 2008 R2 Active Directory with a VMWare VSphere cluster of HP Servers with shared HP SAN. All servers run Windows and we make extensive use of Microsoft software including SQL, CRM and SharePoint. Backups are done using HP Data Protector.

Due to the breadth of responsibilities carried out by this post, a minimum of 5-7 years of experience providing desktop technical support in a comparable environment is required, preferably with at least 1 year assisting with Windows server and domain administration in an Active Directory environment.

Strong experience supporting Microsoft software, particularly Windows and Office, is essential to the post.

Detailed knowledge and experience in other technologies used in our environment is an asset.

Experience with supporting and/or administering cloud based infrastructure, particularly on the Azure platform, would be an asset.

**4. LANGUAGE:** Excellent knowledge of French or English and a good knowledge of the other language.

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**5. NATIONALITY:** In order to be eligible for this contract, applicant must be a Canadian citizen, permanent resident of Canada or hold a valid Canadian work permit.

**6. SKILLS/COMPETENCIES:**

- Detailed knowledge of Microsoft Windows 7/8.1/10, Office 2010/2013/2016
- Proven ability to install and support computers in a Windows Active Directory domain environment.
- Knowledge of Windows Server and Active directory administration and support would be an asset.
- Thorough and efficient problem solving and troubleshooting skills with the ability to think logically and creatively and with a dedication and commitment to problem resolution.
- Good understanding of the risks and considerations involved when supporting servers in a workplace environment.
- The ability and willingness to communicate, with excellent oral and written communication skills; must be able to effectively communicate complex technical information to all levels of staff in a manner they can understand.
- Proven ability to write effective and clear procedural manuals and other documentation.
- A demonstrated independent interest in learning new software and technologies and with a drive to keep up to date with new developments.
- Organization and time management skills and attention to detail.
- Good inter-personal skills and must be able to work collaboratively in a multicultural and dynamic team environment.
- Ability to effectively prioritize tasks.
- Willingness to share knowledge with team members, superiors and users.

**TO APPLY:**

Persons wishing to be considered for this position are invited to submit by e-mail i) a completed UNESCO CV (available on the UIS website under '[About UIS/Employment Opportunities](#)') ii) letter of intent/motivation, iii) full contact information (name, title, organization, address, telephone, email) for 3 reference persons of whom at least one is a current or former supervisor, to: [uis.recruitment@unesco.org](mailto:uis.recruitment@unesco.org). Please use as the e-mail header/subject: "FAMILY NAME, IT Support, SSAT" (e.g. SMITH, IT Support, SSAT). If the application cannot be sent online, a fax may be sent to 'UIS Recruitment' at +1 514 343 6882.

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**Written tests may be used in the evaluation of candidates.**

**APPLICATIONS TO BE  
ADDRESSED TO:**

UIS Recruitment  
UNESCO Institute for Statistics (UIS)  
[uis.recruitment@unesco.org](mailto:uis.recruitment@unesco.org)

**CLOSING DATE FOR THE**

**RECEIPT OF APPLICATION: Until such time as a qualified candidate is identified**