

# United Nations International Residual Mechanism for Criminal Tribunals

Head, Operations Unit, P-3

DEADLINE FOR APPLICATIONS	:	15 September 2018
DATE OF ISSUANCE	:	17 August 2018
OFFICE	:	Registry/ ITSS
LOCATION	:	The Hague
JOB OPENING NUMBER	:	18-IST-RMT-102556-R-THE HAGUE (R)

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United Nations Core Values: Integrity, Professionalism, Respect for Diversity

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## Organizational setting and Reporting:

The post is located in the Division of Administration, Registry section of the International Residual Mechanism for Criminal Tribunals (IRMCT), The Hague Branch. The incumbent will work under the supervision and direction of the Chief, Information Technology Support Section (ITSS).

## Responsibilities:

- Manages the Operations Unit, including Service Desk, Application Support, Systems Engineering, Asset Management, Video Director and Court Support cells. Provides guidance to and supervises staff and consultants.
- Provides specialized advice to users, analyzing users' requirements to develop general support strategies and standard operational procedures.
- Maintains, existing user systems; troubleshoots and provides continuing user support, to resolve difficult problems, advising on the use of new techniques, monitoring transactions to measure performance and continued effectiveness of assigned systems.
- Ensure that appropriate services are provided in line with ITIL implementation, including Change and SLA Management.
- Develops training materials, operating and user manuals; trains staff in assigned systems.
- Researches, analyzes and evaluates new technologies; keeps abreast of developments in the field of ICT.
- Participates in writing reports and papers on systems-related topics, system requirements, information strategy, etc.
- Facilitates communications between ITSD and its clients for good client relations. Serves as coordinator in the development of Service Level Agreements (SLAs) between the client and ITSD, for either specific IT services or general technology support, including any charge back mechanisms.
- Handles all aspects of contract administration including establishment of service level agreements with vendors and chargeback policy for users.

## Core Competencies:

- **Professionalism:** Extensive knowledge of information technology/information management. Strong analytical and problem-solving skills, to include proficiency in the development and implementation of systems of moderate size/complexity. Knowledge of interactive systems; good knowledge of organization's information infrastructure and IT strategy as it relates to user area(s); independently maintains assigned systems and develops innovative approaches to resolve a wide range of issues/problems. Experience servicing the ICT requirements in a judicial institution will be considered an advantage. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
  - **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two way communication; tailors language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed.
  - **Planning & Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
  - **Leadership:** Serves as a role model that other people want to follow; empowers others to translate vision into results; is proactive in developing strategies to accomplish objectives; establishes and maintains relationships with a broad range of people to understand needs and gain support; anticipates and resolves conflicts by pursuing mutually agreeable solutions; drives for change and improvement; does not accept the status quo; shows the courage to take unpopular stands. Provides leadership and takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.
  - **Judgement/Decision-making:** Identifies the key issues in a complex situation, and comes to the heart of the problem quickly; gathers relevant information before making a decision; considers positive and negative impacts of decisions prior to making them; takes decisions with an eye to the impact on others and on the Organisation; proposes a course of action
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or makes a recommendation based on all available information; checks assumptions against facts; determines that the actions proposed will satisfy the expressed and underlying needs for the decision; makes tough decisions when necessary.

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## QUALIFICATIONS

### Education:

Advanced university degree (Master's degree or equivalent in computer science, information systems, mathematics, statistics or related field. A first level university degree in combination with two additional years of qualifying experience may be accepted in lieu of an advanced university degree.

### Experience:

Minimum of 5 years of progressively responsible relevant professional experience in planning, design, development, implementation and maintenance of computer information systems or related area.

### Language:

English and French are the working languages of the Mechanism. For the post advertised, fluency in oral and written English is required. Knowledge of a second official UN language is an advantage.

### Assessment Method:

There may be a technical test followed by a competency-based interview.

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### Special Notice:

The appointment is limited to the International Residual Mechanism for Criminal Tribunals. Appointment of the successful candidate on this position will be limited to the initial funding of the post. Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. As the international tribunals are not integrated in the Secretariat, UN Staff Members serve on assignment or secondment from their parent department/office if selected. Appointments of staff members in the United Nations are subject to the authority of the Secretary-General. Staff Members are expected to move periodically to new functions in accordance with established rules and procedures, and may in this context be reassigned by the Secretary-General throughout the Organization based on the changing needs and mandates.

### NOTE FOR PREVIOUSLY ROSTERED CANDIDATES

Roster candidates must express their interest and availability for published job openings by submitting an updated PHP and cover letter.

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

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### No Fee:

THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON BANK ACCOUNTS.

### United Nations Considerations

Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for international human rights and humanitarian law. Candidates may be subject to screening against these standards, including but not limited to whether they have committed, or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the At-a-Glance on "The Application Process" and the Instructional Manual for the Applicants, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of inspira account-holder homepage.

Applications are pre-screened by the system according to the published requirements of the job opening on the basis of the information provided in the application. In relation to the requirements of the job opening, applicants must provide complete and accurate information pertaining to their qualifications, including their education, work experience, and language skills. Each applicant must bear in mind that submission of incomplete or inaccurate applications may render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted on the basis of the

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information submitted. Applications cannot be amended following submission. Candidates under serious consideration for selection will be subject to a reference-checking process to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at midnight (New York time) on the deadline date.

## HOW TO APPLY:

All applications must be submitted through the UN Inspira portal. The Mechanism is not able to accept applications for this vacancy via email.

Internal applicants may go to <https://inspira.un.org>

External applicants may go to <https://careers.un.org>

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