

United Nations International Residual Mechanism for Criminal Tribunals

Temporary Job Opening

Application Support Assistant, FS-4 (DURATION until 31 December 2019)

DEADLINE FOR APPLICATIONS	:	25 September 2019
DATE OF ISSUANCE	:	19 September 2019
OFFICE	:	Registry/Information Technology Services Section (ITSS)
LOCATION	:	Arusha
JOB OPENING NUMBER	:	2019/TJO/IRMCT/REG/ITSS/107-P

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

Organizational setting and Reporting:

The post is located in the ITSS Section, Registry, Arusha Branch. The incumbent will perform her/his duties under the supervision and direction of the Associate Information Systems Officer.

Responsibilities:

- Provides in-depth first and second line technical support for IRMCT business critical applications (Ringtail – eCourt system, real-time transcript system, judicial database systems, and various databases).
- Monitors support call trends, incident reports and proactively takes measures to prevent further problem development. In line with Information Technology Infrastructure Library (ITIL) root cause analyses of the problem and develops resolutions, provides recommendations to software vendors for patches, or work-a-rounds to ensure applications are tuned to meet the demands of the end user community.
- Tracks and manages all work orders in line with ITIL Incident Management best practices, raises Change Requests and supports the Change and Release Management process.
- Evaluates work flow processes and information flows and makes recommendations for the modifications to processes and/or modification to the application/database.
- Evaluates the IT infrastructure and workstation profiles, recommends modifications to ensure the operating environment and the portfolio of applications are configured for optimum performance and preservation of information.
- Reviews and evaluates work, prioritizes work orders and projects. Manages the life cycle of core business applications (commercial off-the-shelf software and in-house developed solutions) from implementation into the IRMCT production environment through to decommissioning.
- Collaborates with IRMCT information system managers in regard to modifications and upgrades of software and hardware. Conducts various levels of software testing (Alpha, Beta, Unit, System, Security and production version) prior to release, identifies bugs and application irregularities.
- Any other ad-hoc duties as required.

Core Competencies:

- **Professionalism:** Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work. 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.
- **Teamwork –** Works collaboratively with colleagues to achieve organisational goals. Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others. Places team agenda before personal agenda. Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position. Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
- **Technological Awareness –** Keeps abreast of available technology. Understands applicability and limitations of technology to the work of the office. Actively seeks to apply technology to appropriate tasks. Shows willingness to learn new technology.

QUALIFICATIONS

Education:

High school diploma or equivalent; demonstrated ability of use, support and administer computer technology, ITIL qualification is advantage.

Experience:

Minimum of six (6) years related technical experience in applications support, direct users support and assets management.

Language:

English and French are the working languages of the Mechanism. For the post advertised, fluency in oral and written English is required. Working knowledge of the other highly is desirable.

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HOW TO APPLY:

- 1) Staff at the FS-3 and FS-4 level are eligible to apply. Applications from GS staff will be considered as external.
- 2) Interested staff members must complete a UN Personal History Profile (PHP) form obtainable via Inspira personal accounts or the IRMCT website and submit together with a cover letter. Please submit all documents including the last two e-PAS/e-Performance appraisal to the recruitmentR@un.org in-box. Please indicate the job opening number in the subject line.
- 3) Once received, a list of candidates who meet the requirements of the post will be sent to the supervisor, who will prepare a written comparative analysis of the candidates and recommend a staff member for the position. Please note, only short listed candidate(s) will be informed of the outcome

NOTE FOR EXTERNAL CANDIDATES:

- 1) External applicants must complete the UN Personal History Profile (PHP) form obtainable from the Mechanism website (www.unmict.org) or from your personal Inspira account and forward electronically to the recruitmentR@un.org in-box. Please indicate the job opening number in the subject line.
- 2) Once received, a list of candidates who meet the requirements of the post will be sent to the supervisor, who will prepare a written comparative analysis of the candidates and recommend a staff member for the position. Please note, only short listed candidate(s) will be informed of the outcome

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.

<p>SPECIAL NOTICE: The appointment is limited to the IRMCT. Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. IRMCT is a smoke free environment.</p>

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE DEADLINE AT MIDNIGHT (THE HAGUE TIME) ON THE CLOSING DATE WILL NOT BE ACCEPTED. ONLY THE SELECTED CANDIDATE WILL BE NOTIFIED OF THE OUTCOME.
