



Food and Agriculture Organization of the United Nations

**PROFESSIONAL VACANCY ANNOUNCEMENT N°: 2384-CIO**

Issued on: **7 May 2010**

Deadline For Application: **2 July 2010**

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<b>POSITION TITLE:</b>	<b>Systems Support Officer</b>	<b>GRADE LEVEL:</b>	<b>P-3</b>
		<b>DUTY STATION:</b>	<b>Bangkok, Thailand</b>
<b>ORGANIZATIONAL UNIT:</b>	<b>Operations Information Systems Branch, CIOO</b>	<b>DURATION *:</b>	<b>Fixed Term: Three Years</b>
	Chief Information Officer Division, CIO	<b>POST CODE/N°:</b>	<b>C-2001869</b>
		<b>CCOG CODE:</b>	<b>1A05</b>

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**Applications from qualified women as well as from qualified nationals of non-and under-represented member countries are encouraged**

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**DUTIES AND RESPONSIBILITIES**

Under the general guidance of the Chief, Operations Information Systems Branch, and the direct supervision of the assigned team leader will perform activities associated with delivery of services across the complete life cycle of information systems. In particular will:

- manage technical workload and properly prioritize development and support activities, monitoring progress of tasks assigned to resources located in the Offshore Systems Development and Support Centre (OSDSC);
- coordinate and give guidance to resources under her/his supervision;
- liaise with customers, users and technical resources to ensure that developed information technology solutions meet defined requirements;
- provide status/escalation reports to supervisors on a regular basis;
- participate in system analysis, software development and implementation;
- provide second and third-level technical support and problem resolution;
- perform other related duties as required.

**The French and Spanish translations will be published shortly**

**MINIMUM REQUIREMENTS**

*Candidates should meet the following:*

- University degree in Computer Science, Information Technology, Mathematics or related field
- Five years of relevant experience in information systems service delivery in the area of administrative applications including large scale Enterprise Resource Planning (ERP) systems
- Working knowledge of English

**SELECTION CRITERIA**

*Candidates will be assessed against the following:*

- Demonstrated ability in managing teams developing and supporting software applications
- Extent of experience and knowledge in the development and support of large scale ERP systems, such as Oracle Enterprise Business Suite (EBS), including financial, payroll and HR modules
- Extent of experience in interacting with business customers and technical teams located in multiple geographical locations and time zones
- Extent of experience with service management and project management methodologies, such as ITIL and Prince2
- Demonstrated ability to analyse complex matters, solve problems quickly and tactfully, exercise sound judgement and decision making
- Quality of both oral and written communication skills including ability to write clear and concise reports and proposals

*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**

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**REMUNERATION**

Level P-3 carries a net salary per year (inclusive of a variable element for post adjustment) from USD 78 081 to USD 100 481 (without dependants) and from USD 83 650 to USD 108 030 (with dependants)

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**TO APPLY: Carefully read and follow the Guidelines to applicants**

Send your application to: V.A **2384-CIO**  
Chief, CIOO Branch  
FAO Viale delle Terme di Caracalla 00153 Rome ITALY

Fax No: +39 06 57056204  
E-mail: VA-2384-CIO@fao.org

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