



Food and Agriculture Organization of the United Nations

PROFESSIONAL VACANCY ANNOUNCEMENT N°: 2383-CIO

Issued on: **7 May 2010**

Deadline For Application: **2 July 2010**

POSITION TITLE:	Systems Support Officer	GRADE LEVEL:	P-3
		DUTY STATION:	Bangkok, Thailand
ORGANIZATIONAL UNIT:	Operations Information Systems Branch, CIOO	DURATION *:	Fixed term: Three years
	Chief Information Officer Division, CIO	POST CODE/N°:	C-2001867
		CCOG CODE:	1A05

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

DUTIES AND RESPONSIBILITIES

Under the general guidance of the Chief, Operations Information Systems Branch, and the direct supervision of the assigned team leader, the incumbent 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 developing, implementing and supporting complex information systems in a team environment
- Working knowledge of English

SELECTION CRITERIA

Candidates will be assessed against the following:

- Demonstrated ability in managing teams developing and supporting large-scale software applications
- Extent of development and support experience in the area of Client/Server and Web-based information systems using development tools and environments such as Java/JSP, Adobe/Flex, Apache/Tomcat, Oracle RDBMS and PL/SQL, Windows and Linux operating systems
- 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*

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)

TO APPLY: Carefully read and follow the Guidelines to applicants

Send your application to: V.A **2383-CIO**
Chief, CIOO Branch
FAO Viale delle Terme di Caracalla 00153 Rome ITALY
Fax No: +39 06 57056204

E-mail: VA-2383-CIO@fao.org

Please note that FAO staff members are international civil servants subject to the authority of the Director-General and may be assigned to any activities or office of the organization.

FAO IS A NON-SMOKING ENVIRONMENT