Call for Expression of Interest

Post Title: IT Associate
Reference: UNWTO/HHR/CIF/08/ICTS/2020
Duty Station: Madrid, Spain
Start Date: As soon as possible
Duration: 12 months
Status: Service Contract
Deadline for Applications: 10 March 2020

DUTIES AND RESPONSIBILITIES

The World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UNWTO is currently looking for an IT Associate for its Information and Communication Technologies Department. The Information and Communication Technologies Department is responsible for providing technological services and technical support to the Organization and in the IT and communications fields (email, intranet, micro computing, applications, network, etc.).

Under the supervision of the Senior Officer ad interim, Information and Communication Technologies Department, the incumbent performs the following duties:

1. Installs application systems software and hardware according to specification and assists in performing software distribution updates, scripting, testing and support;

2. Assists in routine installation, configuration, testing and deployment of server hardware and software and in routine administration, operation, technical support and monitoring of server systems; troubleshoots and cleans, repairs and rebuilds equipment;

3. Revolves problem calls or service requests of moderate complexity; interviews users to determine the scope of the issues and diagnose the root cause of hardware and software issues, and elevates more complex request to appropriate department personnel;

4. Provides support on software development matters, including security, data integrity and recovery; assists with needs assessment for new system (including modifications to existing systems); requests, implements, provides operational support and maintains various applications; assists in testing and evaluating new products and technologies;

5. Keeps inventory of equipment and recommends acquisition of hardware, software, devices, tools, etc., to facilitate work;

6. Provides assistance with onboarding of new users and training on new hardware and software;

7. Performs other duties, as required.

REQUIREMENTS

Academic: University degree in computer science, information technology, telecommunication or related discipline or a university degree in another discipline may be accepted in lieu if it is pertinent to the requirements of the post and in combination with relevant professional experience.
Experience
Minimum of three years of progressively responsible professional experience in a field related to the activities of the department.

Languages
- Fluency in English is essential;
- Fluency in Spanish is a strong asset;
- Good working knowledge of another of the official languages of the Organization (Arabic, French, or Russian) is an asset.

Computer Skills
- Computer literacy in Microsoft Office software and Windows 7 and 10;
- Good understanding of computer systems, mobile devices and other technological products;
- General awareness of computer systems, PC repair, and network management;
- Strong knowledge of Mac OS, Microsoft Windows 7, Windows 10 and Office 365 (deployment, configuration, and support of operating systems on desktop);
- Experience in supporting Windows in an Active Directory environment;
- Good understanding of common network services (DNS, DHCP, FTP, WDS, and SMTP).

Other Skills and Competencies
- Excellent written and verbal communication skills;
- Technical mindset with great attention to detail;
- Demonstrated ability to work in a multicultural, multiethnic environment with sensitivity and respect for diversity;
- Demonstrated ability to work independently within assigned areas, showing initiative and Judgment;
- Sense of responsibility and commitment;
- Ability to work under pressure and meet tight deadlines;
- Respects and adheres to ethical principles regarding data protection and confidentiality.

Remuneration and Other Conditions
The monthly remuneration of the selected candidate would be in the base range of EUR 1,500 – EUR 1,800, depending on previous professional experience, skills and competencies. The Service Contract holder will be affiliated to the UNWTO health insurance plan (co-shared scheme in conformity with the Organization’s procedures). The Organization will contribute 13% of the aforementioned monthly remuneration to the individual’s pension scheme.

Application Procedure
Interested applicants are requested to complete the Online UNWTO Personal History Form. Please note that UNWTO will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

- As per UNWTO’s policy on contractual mechanisms, the maximum length of service for Service Contracts shall be limited to three years, extendable on an exceptional basis up to a total of four years;
- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
- Short-listed candidates may be asked to take a competitive exam and/or interview as part of the final phase of the selection process. These candidates will be contacted directly for this purpose;
- There is no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered. Any extension beyond the advertised duration is subject to the availability of funds and necessities of service.