Call for Expression of Interest

Post Title:	IT Systems Specialist	**Duty Station:**	Riyadh, Kingdom of Saudi Arabia
Reference:	UNWTO/HHRR/CFE/03/ICTC/2022	**Start Date:**	As soon as possible
Area/Type:	II / 4A		
Department:	Information and Communication Technologies	**Duration:**	24 months
Contractual Status:	Service Contract	**Deadline for Applications:**	**20 May 2022**

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 Systems Specialist** within the **Information and Communications Technologies Department** for its **Regional Office in the Kingdom of Saudi Arabia.** The Office will support and implement activities in the region in line with UNWTO´s Programme of Work. It will be responsible for the coordination, follow-up and reporting of the activities undertaken in the Middle East through continuous relations with each and every Middle East Member States, as well as with the Affiliate Members in the region, ensuring a fair, yet strategic, geographically balanced repartition of UNWTO activities.

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 hardware and software and in routine administration, operation, technical support and monitoring IT devices; troubleshoots and cleans, repairs and rebuilds equipment;

3. 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;

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

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

6. Provides a Help Desk service for fast resolution of all ICT customer issues; resolves 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;

7. Manages the IP network, as required;

8. Supports the Systems Coordinator when needed, especially when a security breach or similar has been detected;

9. Assists in monitoring of on-going trainings of personnel on ICT related topics to ensure personnel have adequate ICT knowledge to perform their primary functions;

10. Provides technical support to events and meetings (online or in-person); installs, configures and tests audio/video conference and desktop video conference hardware/software using available communication and network connectivity and provides support and training to new users of conference systems;

11. Provides general administrative support, preparing relevant administrative and budgetary documents and liaises with external ICT vendors/providers of the Regional Office, as requested by the supervisor;

12. Performs other duties, as required.

REQUIREMENTS

Academic	▪ University degree in the field of computer science, telecommunications, information systems or a field related to the activities of the department; 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 four years of professional experience in IT systems support, including helpdesk and networking.
Languages	▪ Fluency in English is essential; ▪ Fluency in Arabic is a strong asset; ▪ Good working knowledge of another of the official languages of the Organization (Chinese, French, Spanish or Russian) is an asset.
Computer Skills	▪ Computer literacy in Microsoft Office software (especially Office 365 package) and Windows 10; ▪ Strong working knowledge of computer hardware and software, including IT accessories (like printers, headphones, webcams, etc.); ▪ Related experience in troubleshooting and diagnosing IT problems including networking and general helpdesk issues.
Other Skills and Competencies	▪ Analytical, creative and organizational skills; ▪ Strong oral and written communications skills in the languages required, as indicated above; ▪ 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; ▪ Demonstrated ability to work under pressure and on tight deadlines; ▪ Knowledge of structures and procedures of international organizations and/or of national administrations is desirable; ▪ Previous experience in the United Nations or another international organization would be an asset.

Remuneration and Other Conditions	The monthly remuneration of the selected candidate would be in the base range of **SAR 17,000 – SAR 20,000**, 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.**