

UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES
INTERNAL/EXTERNAL VACANCY NOTICE

Title of Position: ICT Associate (Service Delivery)
Position Number: 10019042
Category & Level: General Service, G-6
Location: Division of Information Systems & Telecoms
Global Service Centre, Budapest
Effective date: ASAP
Duration: initially for a period of one year
Closing Date: **21 June 2017**

ORGANIZATIONAL CONTEXT

Under the administrative and functional supervision of the Senior Regional Service Delivery Manager (HQ+EU) and in technical collaboration with the DIST ICT Operations Service and the Infrastructure Managed Service Providers, the incumbent of the position will play the following roles:

- Ensuring the delivery of a high-quality customer service to UNHCR staff and affiliates.
- Assisting in monitoring the overall performance of the ICT infrastructure in the office and ensuring the service level information is obtained from the managed service providers and UNHCR business groups to provide a comprehensive Service Level report.
- Monitoring and reporting of service provision against SLAs, when applicable
- Liaising directly with own Service Delivery Team, and other support groups and third party suppliers on a daily basis. Liaising directly with end users to clarify, analyse and resolve reported issues.

FUNCTIONAL STATEMENT

Accountability

- Assistance is provided for effective ICT Service Delivery and support in the assigned areas of responsibility.

Responsibilities

- Adhere to Service Management processes, policies, SLAs and standards.
- Assist in the management of a comprehensive process through which appropriate service performance and end-customer satisfaction metrics are tracked.
- Assist in the production of service levels metrics for infrastructure services.
- Assist in track service level information provided by external vendors.
- Support DIST ICT Operations and the Infrastructure Managed Services Providers in the resolution of incidents and problems and in the implementation of Service Requests.
- Follow established monitoring processes to identify issues or problems with the infrastructure and report them to the Senior Regional Service Delivery Manager (HQ+EU).
- Manage and resolve issues and disputes wherever possible, using the appropriate escalation processes where necessary.
- Deliver agreed and jointly owned service improvement plans under the supervision of the SRSDM
- Build effective relationships with Service Management colleagues, 1st 2nd and 3rd level support to ensure the provision of an effective incident resolution service.
- Build effective relationships with the Vendor Management team.
- Work with external providers to ensure prompt receipt and accuracy of service level information.
- Develop and maintain knowledge of the Service Management Tool.

- Maintain current knowledge of key infrastructure through liaison and discussion with operations colleagues and/or service providers
- Undertake other tasks or assignments or missions within his / her area of competence as directed by Senior Regional Service Delivery Manager (HQ+EU).

Authorities

- Decide on appropriate resolution to incidents / problems.
- Escalate issues to supervisor if incident / problem cannot be resolved with scope of responsibility.

ESSENTIAL MINIMUM QUALIFICATIONS, PROFESSIONAL EXPERIENCE AND REQUIRED COMPETENCIES

- Completion of Secondary Education with a post-secondary/certification or its equivalent in a technical or professional institution with course work or training in Information Technology.
- Minimum 6 years of relevant working experience in ICT infrastructure support.
- Experience of service delivery for ICT infrastructure in a multi-national, multi-cultural environment.
- Experience working with and overseeing outsourced service providers.
- Experience analysing and reporting on performance of ICT services.
- Ability to work across teams to ensure the resolution of incidents and problems.
- Ability to remain customer focused even while working under stressful conditions.
- Ability to provide high quality service delivery in a demanding operational environment that often has short deadlines.
- Experience using monitoring tools to assess the performance of ICT Infrastructure.
- Knowledge of ITIL Service Management process and procedures.
- Good knowledge of spoken and written English.
- Good knowledge of spoken and written Hungarian.
- Analytical Thinking.
- Technological Awareness.
- Political Awareness.
- Change Capability and Adaptability.

DESIRABLE QUALIFICATIONS AND COMPETENCIES

- Experience of implementing ITIL processes.
- Typical office ICT infrastructure support (desktop productivity software. etc.).
- Supporting and using network and desktop management tools.
- Certification at ITIL V3 Foundation level.
- Working knowledge of another language, preferably French.

ELIGIBILITY

Internal candidates

General Service Staff members currently serving at the duty station where the vacancy exists, who have been appointed through the AC process and have indefinite or Fixed Term appointment. Interested staff members should consult the Policy and Procedures on Assignments of Locally recruited Staff (PPAL). If you have questions regarding eligibility, please contact Nelli Hevesi (hevesi@unhcr.org).

External candidates must be legally present in Hungary at the time of application, recruitment and hire.

SUBMISSION OF APPLICATIONS

If you wish to be considered for this vacancy, please submit your [Personal History Form \(P11\)](#) and its [supplementary pages](#) (if applicable), motivation letter and CV by e-mail with "**LAST name – ICT Associate (Service Delivery) (10019042) position**" in the subject line to: HQBSCAPC@unhcr.org by **21 June 2017**.

Shortlisted candidates may be required to sit for a test. Only shortlisted candidates will be notified. No late applications will be accepted.

UNHCR is committed to diversity and welcomes applications from qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, colour or ethnic and national origins, religion or belief, or sexual orientation.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).

REMUNERATION

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>