Bonn, Germany

VACANCY ANNOUNCEMENT

SYSTEMS ADMINISTRATOR
(Personnel Service Agreement - PSA)

Organizational Unit : United Nations University - Vice-Rectorate in Europe (UNU-ViE)
Reference Number : 2015/UNU/ViE/PSA/SA/21
Applications to : hrbonn@vie.unu.edu
Closing Date : 12 April 2015

United Nations University Objectives:

The United Nations University (UNU) is an international community of scholars, engaged in research, postgraduate teaching and capacity development and dissemination of knowledge in furthering the purposes and principles of the Charter of the United Nations. The mission of UNU is to contribute, through research and capacity building, to efforts to resolve the pressing global problems that are the concern of the United Nations and its Member States. For more information please visit http://unu.edu.

The United Nations University Vice-Rectorate in Europe (UNU-ViE):

UNU-ViE concentrates on relationships between advancing science and technology for human security. In addition to its scientific core mandate, it administers the central units providing service to five UNU entities in Bonn (http://www.bonn.unu.edu/). The central administration units include Finance, Human Resources, Information Communication Technology, Communication Services, Procurement and General Administration. These units also assist with the administration of new UNU initiatives in Europe and Africa. For more information on the organization, please visit the following websites: www.vie.unu.edu

UNU Campus Computing Centre (C3):

The Campus Computing Centre (C3) serves as the technology arm of the United Nations University, providing responsive, user-focused and cost-effective information and communications technology (ICT) solutions that assist UNU and its institutes in successfully achieving their respective missions. In fulfilling this responsibility, C3 is committed to guiding the University’s strategic technology direction and overseeing the coordination and support of ICT infrastructure and services in alignment with the University’s mission and goals. For more information about C3, please visit http://c3.unu.edu.

Being part of a global C3 team, UNU C3-Bonn provides ICT services for all the UNU entities based in Bonn, in this regard C3 Bonn also works in close collaboration and coordination with UNU HQ teams to align ICT strategies, policies as well as continuous advancement of integrated systems.
Responsibilities:

Under the overall authority of the Vice-Rector/Director EHS and the direct supervision of the team leader of ICT Services, the successful candidate will be responsible for the following tasks:

- With a primary focus on Network Infrastructure, develop, plan, design, test, implement, upgrade, administer the IT systems and services of UNU Bonn and supporting locations;
- Manage the overall systems infrastructure, monitor functionality, ensure security and integrity, systems redundancy and recovery, troubleshoot and resolve ICT issues;
- Manage technologies related to (in the following order of priority)
  - Networking architecture
  - Linux systems
  - SAN Administration
  - Vmware EXSi environment
  - Windows Server administration and Windows Architecture
  - MS Exchange
  - Backup and disaster recovery
- Support daily operations ensuring system stability and resolving requests with accurate, timely and efficient solutions;
- Proactively seek to ensure secure and reliable connections to and use of the systems, applications and infrastructure;
- Collaborate, support, advise and educate End Users and team members on the use of services, handling of sensitive data and resolving requests efficiently and effectively;
- Develop and modify written procedures, processes for a technical support knowledge repository as the need requires;
- Work in close collaboration and cooperation with the UNU HQ team in Tokyo on already integrated systems (e.g. Network Infrastructure links (e.g IPSec tunnels), Windows Architecture /MS Exchange and Active Directory);
- Perform 1st, 2nd and 3rd level support as required;
- Take part in ICT related procurement cases in coordination with the direct supervisor (when required), by
  - finalizing technical specifications;
  - taking charge of technical evaluations of vendors bids;
  - identifying potential suppliers of IT goods and services;
  - Partake in the inventory management of ICT equipment items, including the technical evaluation of items for disposals and write-offs.
- Any other duties as may be assigned or required.

Required Qualifications and Experience:

- University degree (or equivalent) in Computer Science, Information Technology, Information Systems or other computer-related field studies;
- Demonstrated experience and expertise in the administration of
  - Networking architecture (Firewalls, Switches, Routers, etc.)
  - Linux Systems of different flavours
  - Network Monitoring systems
- Practical knowledge and experience in the configuration and administration of SAN Technologies, Windows Domain Architecture and VMWARE would be advantageous – NetApp, Active Directory, MS Exchange Server 2010, Vmware ESXi including vSphere and vCenter;
- Experience in data and systems backup and recovery – Symantec BackupExec 2010, Tape Libraries, Backup-to-Disk, and other backup storage technologies and practices;
- Excellent communication, analytical and problem solving skills;
- Accountable and possess excellent quality service standards;
• Experience working with End Users to ensure the necessary applications are installed correctly and running optimally in the various windows systems and other system environments;
• Extensive familiarity with testing, patching, and upgrading servers with the newest patches;
• Advanced expertise in planning, performance tuning, and designing future requirements;
• Experience with performing ongoing monitoring, and reporting of current resource utilization levels, and errors in a mixed server and systems environment;
• Experience in implementing and maintaining system security best practices by assessing current threats, vulnerabilities, risks, and implementing associated technical counter-measures;
• Ability to learn and adapt to ICT systems that may be unfamiliar;
• Experience building, maintaining and auditing documentation relating to configuration, processes, service records, asset inventories, topologies, administration manuals, job instructions, support contacts etc.;
• Fluency in oral and written English is required; German language capacity will be considered a strong asset;
• Commitment to excellent customer service;
• Flexibility and willingness to work outside normal business hours as needed;
• Proven interpersonal skills demonstrated by the ability to work well in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

Remuneration:

Remuneration will commensurate with qualifications and experience.

Duration of Contract:

This is a full-time employment on a one (1) year Personnel Service Agreement (PSA) contract with possibility for renewal subject to requirements and satisfactory work performance, with the combined duration of appointments not exceeding six (6) years.

This is a locally recruited post and no relocation allowances apply. The successful candidate will be employed under a local contract and will not hold international civil servant status nor be a “staff member” as defined in the UN Staff Rules and Regulations.

Applications from suitably qualified women candidates are particularly encouraged.

Starting date: As soon as possible

Application Procedure:

Interested applicants should submit their applications by e-mail (to hrbonn@vie.unu.edu), and must include the following:

• a cover letter setting out how the qualifications and experience match the requirements of the position;
• a curriculum vitae and completed and signed UNU Personal History (P.11) form downloadable from UNU Bonn website. Please avoid using similar forms provided by other United Nations organizations;
• an indication of the reference number of the vacancy announcement (2015/UNU/ViE/PSA/SA/21)