MISSION IN COLOMBIA JOB OPENING
Internal / External

Job Title & Level:	**ASSOCIATE INFORMATION SYSTEMS OFFICER, NOB**
Department/Office:	**UN MISSION IN COLOMBIA/INFORMATION COMMUNICATION TECHNOLOGY SECTION**
Location:	**BOGOTA, COLOMBIA**
Posting Period:	**7 July – 14 July 2016**
Job Opening Number:	**MC-NJO-2016-0XX**

UNITED NATIONS CORE VALUES: INTEGRITY, PROFESSIONALISM, RESPECT FOR DIVERSITY

The Human Resources Section invites all interested and qualified candidates to apply for the announced position. All interested candidates should submit their applications (Personal History Profile - P11 and/or CVs) and copies of their educational certificates to the Recruitment Unit via email: MCrecruitment@un.org.

Please include also the job opening number of the above position in your e-mail application. Acknowledgment will be sent to short listed candidates only.

Organizational Setting and Reporting
This position is located in the Information Telecommunication and Technology Section the Associate Information Systems Officer will report to the Chief Information Systems and Telecommunication.

Responsibilities
Within delegated authority, the Associate Information Systems Officer will be responsible for the following duties:

- Participates in preparing user requirements and other technical specifications;
- Assists in the design, development and installation of information systems;
- Undertakes analysis of well-defined modules within the system, develop enhancements and new features to existing systems;
- May design and implement small, stand-alone systems as needed (e.g. to meet individual user requirements);
- Undertakes rigorous testing and proving of applications software;

- Maintains assigned portions of systems, providing operational support for system's applications, analyzing and implementing system changes/upgrades, etc.;
- Participates in developing and maintaining Information Systems project plans, schedules, and budgets;
- Assists in identifying appropriate human and technical resources to complete the project, assists in assuring that deviations from project schedule are addressed and communicated, assists in developing timely project status reports, monitoring project risk factors, escalating project issues, and providing Quality Assurance for all project deliverables;
- Writes and develops programs to interface with existing systems;
- Ensures data security and integrity;
- Participates in developing disaster recovery plans;
- Prepares, updates and maintains system's documentation and related technical/procedural manuals;
- Assists in procurements, including conducting needs assessments and benchmarks, preparing technical specifications and evaluation criteria;
- Assists in the set-up and monitoring of software performance measures;
- Participates in Helpdesk support services;
- Participates in facilitating communications between CITS and its clients for good client relations and be responsible for small to medium client accounts;
- Assists in the development of Service Level Agreements (SLAs) between the client and CITS, for either specific IT services or general technology support, including any charge back mechanisms;
- Advises users on the most suitable hardware and software for different tasks, maintains and enhances software;
- Drafts training materials and conducts training sessions and demonstrations of systems for users;
- Participates with senior staff in assessing and testing new technology;
- Performs ad hoc duties as required.
- May provide guidance to new/junior staff.

Competencies

Professionalism: Knowledge of organizational information infrastructure, including hardware, software and application systems. Knowledge of relevant programming language(s) and ability to use programming skills to develop information systems. Knowledge of system development workflow and document flow processes, ability to conduct research and gather information from a wide variety of standard and non-standard sources. Ability to respond to changing requirements and assignments, ability to apply good judgment in the context of assignments given. Shows pride in work and in achievements;

demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

Education
Advanced university degree in Computer Science, Information Systems Management, Communication Technology or other related field is required. A first level university degree with two additional years of relevant experience may be accepted in lieu of the advanced university degree.

Experience
A minimum of one-two years of progressively responsible experience in planning, design, development, implementation and maintenance of computer information systems or related area is required. (No experience is required for candidates who have passed the National Competitive Recruitment Examination - now known as the Young Professionals Programme (YPP).

Languages
English and French are the working languages of the United Nations Secretariat. Fluency in English and Spanish (both oral and written) is required.