

Job Description for Professional Posts

Position and Grade:	Associate IT Systems Engineer (DRI) (JPO) (P2)
Organizational Unit:	Infrastructure Services Section Division of Information Technology Department of Management
Duty Station:	Vienna, Austria
Type/Duration of Appointment:	Junior Professional Officer / 2 years

Organizational Setting

The Department of Management (MT) provides a 'platform of services' that serves as a foundation for the successful delivery of the IAEA's scientific and technical programmes. Its mission statement is as follows: "MT is a partner and a business enabler that champions change and efficiency, leveraging a common purpose". Thus, among other support activities, it assists a scientific manager in recruiting the right expert, helps a technical officer coordinate the purchase of radiation equipment and ensures that all Board documents are translated and distributed on a timely basis to Member States.

The Division of Information Technology (MTIT) provides support to the IAEA in the field of ICT (information and communication technology), including information systems for technical programmes and management. It is responsible for planning, developing and implementing an ICT strategy, for setting and enforcing common ICT standards throughout the Secretariat and for managing central ICT services. The IAEA's ICT infrastructure comprises state of the art hardware and software platforms in a partially decentralized environment. The Division has implemented an IT service management model based on ITIL (IT Infrastructure Library) and Prince2 (Projects in a Controlled Environment) best practices.

The Infrastructure Services Section is responsible for administering the central IT servers and virtualization platforms, providing secured services and managing the data centre which are run in compliance with best practices defined by international standards, in particular ITIL and ISO 27001.

Main Purpose

The Associate IT Systems Engineer (JPO) supports the IAEA information and communication technology services define and create repeatable and consistent processes in the design, implementation, and maintenance of IT infrastructure, in particular related to the implementation and operation of a sustainable disaster recovery infrastructure (DRI).

Role

The Associate IT Systems Engineer (JPO) is (a) a technical specialist supporting the design and formulation of procedures and standards on all aspects of IT infrastructure; (b) a team member

supporting and coordinating services delivery; and (c) a project team member soliciting inputs from other specialists and assisting in defining, planning and executing projects.

Partnerships

The Associate IT Systems Engineer (JPO) works closely with other members of project and operations teams to plan and implement projects and to resolve problems. The incumbent also interacts with other staff in the Division, especially from the IT Service Desk, with IT systems and service users in the IAEA, and with technical staff from other organizational units and vendor companies to provide incident management and to support cross-cutting projects and processes.

Functions / Key Results Expected

- Support the Project Manager while running IT projects on a daily basis to ensure that projects produce the required results. This includes providing support in planning and monitoring the project and creating/maintaining project documentation
- Perform tasks to ensure the availability, performance and security of supported services within an agreed time frame (installation, upgrading, maintenance, monitoring and development of standard operating procedures). The service components include the software, hardware and operating systems.
- Provide technical recommendations based on professional expertise.
- Investigate and resolve problems for services within his/her own area of responsibility, following ITIL processes.

Knowledge, Skills and Abilities

- Ability to perform systems analysis of IT applications and services and coordinate their migration to a disaster recovery environment.
- Technical knowledge of network, server, storage and storage area network hardware.
- Technical knowledge of Active Directory, Windows & Linux operating systems, virtualization and a scripting language.
- Technical knowledge of Cloud services (e.g. Azure or equivalent).
- Technical knowledge of backup and restore systems.
- Technical knowledge of data center environments including racks, cabling standards, power and cooling.
- Strong knowledge of information security.
- Knowledge of networking and security concepts (e.g. ISO27001 or equivalent).
- Knowledge of ITIL processes.
- Ability to identify technical problems and to propose sound solutions.
- Knowledge sharing: Capability to transfer skills within a team environment.
- Ability to deal effectively with customers, colleagues and other technical staff in a courteous and friendly manner and to work in a multicultural environment with sensitivity and respect for diversity.
- Results orientation: Knowing which results are important and focusing resources to achieve them.

Education, Experience and Language Skills

- University degree in computer science, information management or a related field.

- Minimum of two years of relevant work experience in the IT infrastructure area indicated above.
- Experience in project management, including project planning, work assignment and supervision, and in progress review and reporting.
- Fluency in spoken and written English. Working knowledge of another official IAEA language (Arabic, Chinese, French, Russian or Spanish) is an advantage.