



IC ROSTER	Roster 11-12 (038)
DATE OF ISSUANCE	23 April 2012
DEADLINE FOR APPLICATIONS	22 May 2012
DUTY STATION	UNGSC Brindisi
SECTION/UNIT	CITS/ Data Centre Support Section

UNLB/GSC seeks qualified applicants for possible short-term engagements as:
HP Operations Manager Technician

Candidates will only be contacted when a requirement arises. CVs of potential candidates will be stored in UNLB/GSC Human Resources' roster. Only candidates under consideration will be contacted for an interview. The selected candidate will be offered an Individual Contractor's contract.

Please note that for established fixed-term positions advertised on UNLB/GSC website, it is necessary to submit a separate application, quoting relevant VA No. in order to be considered.

Terms of Reference (TOR) for Individual Contractors

DUTIES AND RESPONSIBILITIES

- Install, configure and prepare systems for operational usage, including systems installation, Virtual infrastructure Active Directory, DNS, DHCP, SQL cluster and other systems services;
- Install needed agents to host and configure monitoring tools to monitor servers and Domino servers;
- Apply patches regularly and initiate change management request for scheduled maintenance;
- Perform tasks related to access management and HP BSM modeling;
- Monitor system operations and verify systems availability;
- Execute authorized periodic and corrective system maintenance tasks and maintain system health check records;
- Interact with network and storage administrators to pro-actively facilitate integration of servers and applications systems;
- Maintain up-to-date documentation on system hardware and software configurations and performance measurement statistics;
- Perform performance tuning based on best practices defined and policies applied for each system and conduct periodic performance benchmark tests;
- Remain current with system technologies and systems to facilitate induction of new systems as and when required;
- Implement system incident and problem management in conjunction with the service desk and actively take part in configuration and change management activities;
- Perform root cause analysis for problem resolution and implement necessary changes as required and authorized;
- Troubleshoot servers in the event of system failures to recover operational capabilities as quickly as possible;
- Actively involve with third parties engaged in systems infrastructure projects to ensure acceptable quality of service delivery and prevent information security incidents;
- Assist in preparing technical specifications and documentation for systems infrastructure and systems applications;
- Ensure information security policies are enforced;
- Periodically (at least once every month) collect system logs and analyze them to evaluate system health, performance and potential factors that could affect data safety and data centre operation;
- Prepare regular reports as well as on-demand reports detailing server performance, capacity, utilization, usage, response time, configuration items, and other information related to server and Domino infrastructure.
- Perform other duties as required.

MINIMUM QUALIFICATIONS AND SKILLS

Education: Possession of High School Diploma or equivalent

Experience: At least 2 years of progressive experience in Information Technology, Information Sciences related fields in the public/private sector, specializing in the ICT systems. Experience in HP suite/HP BSM, Java script and MSSQL 2008 is an asset. Knowledge of HP open view with programming experience to create packages and help investigate and troubleshoot system problems is desirable.

Languages: Fluency in oral and written English is required. Knowledge of another official United Nations language is an advantage.

Other Skills: Valid driver's licence

The United Nations is an Equal Opportunity Employer. In an effort to improve the gender balance within the organization, female candidate are strongly encouraged to apply.

Interested candidates who possess the relevant qualifications and experience, are either EU nationals or possess the right to live and work in the EU and are available to commence work on short notice in Brindisi, Italy, are invited to submit their UN Personal History Form (P.11), BY EMAIL ONLY to: personnel@unlb.org quoting the Reference “**Roster-11-12 (038) HP Operations Manager Technician**” in the subject line.

Please indicate “Roster 11-12 (038) HP Operations Manager Technician” in the subject line of your email.

**APPLICATIONS MUST BE RECEIVED BY THE DEADLINE: 22 MAY 2012.
APPLICATIONS RECEIVED AFTER THE DEADLINE WILL NOT BE CONSIDERED.**