



IC ROSTER	Roster 11-12 (040)
DATE OF ISSUANCE	23 April 2012
DEADLINE FOR APPLICATIONS	22 May 2012
DUTY STATION	UNGSC Brindisi
SECTION/UNIT	CITS/ Data Centre Support Section (DCSS)

*UNLB/GSC seeks qualified applicants for possible short-term engagements as:*  
**Virtualization Assistant**

**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**

- Maintain cloud computing infrastructure availability by ensuring all servers and VDI desktop are properly functioning and secure.
- Process users request including but not limited to desktop provisioning, additional storage, additional ESXes for VDI, creating accounts,etc. according to Request Fulfillment process.
- Troubleshoot VDI problems across all areas including ESX,network, access,etc. according to incident management process.
- Monitor events and address possible issues at pro-active manner.
- Manage hardware integration activities, supporting software and for all aspects of systems administration, including, operating systems, network services and applications.
- Implement, maintain and support tasks associated with disk based backup systems; Perform capacity planning, which includes monitoring of and recommendations for configuration changes related to disk storage utilization, drive efficiency, etc.
- Perform tasks related to batch job setup and scheduling;
- Assist in analyzing production requirements;
- Code/maintain scripts and build job streams designed to streamline disk based backup processing;
- Carry out system and network administration functions independently, with a sound understanding of the interactions between hardware, operating system software and network operations and the design and administrative requirements to ensure an efficient, reliable, secure light footprint system infrastructure;
- Interface with the Systems Engineering team, Field Missions ICT personnel as well as other members of the project team, CITS management, and technical staff to define and implement engineering solutions to meet project objectives;
- Plan, schedule and coordinate regular snapshots of all virtual machine configuration files on a daily basis.
- Document configuration and inventory of virtual environments.
- Establish procedures to monitor all virtual machines and ESX systems hosted in the data centre.
- Monitor all VMware systems to include hardware utilization and resource allocation.
- Manage and monitor disk space on all ESX systems using virtual centre management software and the management user interface.
- Design and configure technically moderate to complex light-footprint systems and disk based backup solutions.
- Planning and executing recurring system maintenance tasks, including the application of operating system patches and conducting system security audits.
- Re-configure and reinstall operating systems and other information systems according to established policies and procedures.
- Perform basic systems security administration functions.
- Write or modify basic scripts to resolve performance problems and automate systems administration tasks.
- Establish and administer software and information backup systems, including the procedures and transmission paths used to securely move both software and information to secure remote.

- Develop, test and maintain information systems contingency plans that allow the systems and networks under his or her control to be quickly regenerated and used for business purposes at remote sites.
- Participate in disaster recovery testing.
- Collect and analyze all the technical details required to deploy a new VM and verify that they are correct and compliant to the standards
- Analyze all the technical details related to SAN storage and verify that they are correct and compliant to the standards
- Deployment configuration and customization of VMs - vSphere Client
- Investigate, Diagnose and resolve capacity issues
- Review the infrastructure designs to ensure availability targets can be met, identifying single points of failure, monitoring and/or any process gaps
- Regularly maintain IT systems and devices to prevent availability issues e.g. review of event logs etc
- Provide support to the EMC Storage Area Network, Virtual Servers and Desktop Infrastructures
- Escalate problems/tasks to the appropriate parties in accordance with established procedures
- Perform other related duties as required

### **MINIMUM QUALIFICATIONS AND SKILLS**

**Education:** Possession of High School Diploma or equivalent

**Experience:** Essential: Minimum of five years work experience with telecommunications, data centre operations and support, LAN server operating systems in Windows 2003/2008, Linux (SLES, RHat), VMware and TCP/IP networking environments. Strong knowledge of major server operating systems such as MS Windows 2008/ 2003, Suse Linux 10 and VMware platform. Hands-on experience of various networking services such as MS Active Directory, DNS, Web, PKI and clustering technology in an enterprise environment. Desirable: Background knowledge of industry standards and frameworks such as ITIL, Prince2, CobiT and ISO 27001. Familiarity with storage technologies (SAN, NAS) and HP hardware models (ML, BL, DL). Knowledge of enterprise storage systems, Windows and Linux batch scripting, and clustering technologies. Familiarity with various network and systems monitoring and management tools

**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

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**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](mailto:personnel@unlb.org) quoting the Reference “**Roster-11-12 (040) Virtualization Assistant**” in the subject line.

**Please indicate “Roster 11-12 (040) Virtualization Assistant” 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.**