ICT Operations Officer (P-3)

About Us

The Administration Division manages the OPCW's day-to-day human resources, finances, and logistical support, and coordinates knowledge management.
The Division also represents the Technical Secretariat during sessions of the Advisory Body on Administrative and Financial Matters (ABAF), and serves as the point of contact for the OPCW's External Auditor.

General Information

- **Contract Type**
  Fixed-term Professional
- **Grade**
  P3
- **Total Estimated monthly remuneration depending on post adjustment and family status: USD**
  6.948
- **Closing Date**
  21/08/2022

Responsibilities
Job Summary

This position is part of the Information Services Branch (ISB) that is responsible for providing reliable and secure ICT services in support of all OPCW programmes and activities. You will also be responsible for full lifecycle (Sourcing, Planning, design, development, test, implementation, administration, maintenance and support, decommissioning) of Information and Communication Technologies systems and services, including but not limited to: Local and Wide Area Networks, Unified Communications, Internet, Intranet, World Wide Web, Data Centre services, Business Systems, Infrastructure Systems, Mobility (remote access), and underpinning services, systems and contracts to deliver such services to the OPCW.

Main Responsibilities

Leads the sourcing or development of ICT solutions in area of expertise, including but not limited to: Managed Services, ICT Outsourcing, and/or Unified Communications / Telecommunications and associated technologies. Leads the development of technical specifications for procurement of equipment and services; evaluates vendor proposals, performs tests and recommends selection of offers as per technical evaluation; Supports the establishment of equipment and service contracts, and serves as the contract focal point on the delivery of services, effectively managing the contract throughout its lifecycle.

Analyze current state of infrastructure and services and proposes modifications with a view of improved services, decreased complexity / support requirements and/or decreased total cost of ownership.

Leads the engineering, design, installation, commissioning and decommissioning of ICT infrastructure systems. Leads the introduction of new systems while managing legacy systems throughout their lifecycle.

To view the complete job outline please click here

Qualifications and Experience

Education

Essential:

Advanced university degree in Computer Sciences, Information Technology, Telecommunications, Networking, Engineering, Mathematics or a field related to Information Technology; a first level university degree in combination with qualifying experience (minimum 7 years) may be accepted in lieu of the advanced university degree. Documented professional experience and/or specialised training in information technology or related field with minimum 11 years of relevant experience may be considered in lieu of a university degree.

Practical knowledge of ICT Infrastructure and Operations, in particular in the areas of managing Microsoft Domain Controllers, Active Directory, virtualization technologies and Azure, managing data backup technologies.

Experience leading projects in the field of ICT Infrastructure and Operations.

Experience in service-centric, ITIL-based ICT operations.

Highly Desirable:

Relevant Microsoft Administrator or Architect certifications, VMWare Certifications, Cisco Certification(s).

Knowledge and Experience

Essential:

- Practical knowledge of ICT Infrastructure and Operations, in particular in the areas of managing Microsoft Domain Controllers, Active Directory, virtualization technologies and Azure, managing data backup technologies.
- Experience leading projects in the field of ICT Infrastructure and Operations.
- Experience in service-centric, ITIL-based ICT operations.

Highly Desirable:

- Relevant Microsoft Administrator or Architect certifications, VMWare Certifications, Cisco Certification(s).
- Certifications in Prince2, Certifications in ITIL are desirable.
- Certification in the field of ICT Security such as CISSP is also desirable.

Skills and Competencies

To succeed in this role, you will need the following skills and competencies:

- Ability to quickly learn technologies in order to deliver results.
- Ability to hand over operational procedures and coach/empower junior personnel and peers.

- Ability to analyse problems and react quickly in problematic situations with minimum supervision.
- Excellent planning skills.
- Excellent leadership skills.
- Excellent vendor management skills.
- Excellent communication skills, both oral and written.

Languages

Fluency in English is essential and a good working knowledge of one of the other official languages (Arabic, Chinese, French, Russian, and Spanish) is desirable.

Additional Information

This fixed-term appointment is for the duration of two years with a six-month probationary period, and is subject to the OPCW Staff Regulations and Interim Staff Rules.

The OPCW is a non-career organisation with limited staff tenure. The total length of service for Professional staff shall not exceed 7 years.

The mandatory age of separation at the OPCW is 65 years.

Fixed-term staff members participate in the OPCW provident fund. A monthly staff contribution is met with a doubled amount by the OPCW to ensure separating staff have the capital necessary to move on to new challenges.

The Director-General retains the discretion to not make any appointment to this vacancy, to make an appointment at a lower grade, or to make an appointment with a modified job description. Several vacancies may be filled.

Only fully completed applications submitted before the closing date and through OPCW CandidateSpace will be considered. Only applicants under serious consideration for a post will be contacted.

Applications from qualified female candidates are strongly encouraged.

OPCW General Terms and Conditions

Important notice for applicants who are currently insured under the Dutch Social Security system

Although headquartered in the Netherlands, the OPCW is not a regular Dutch employer but a public international organisation with its own special status. Please be advised that if you are currently insured under the Dutch Social Security system, you will be excluded from this system as a staff member of the OPCW. You will consequently be insured under the organisation's system. The above also applies to your dependents unless they are employed by a regular Dutch employer, they are self-employed in the Netherlands, or are receiving Dutch social security payments.

Please refer to the website of the Ministry of Social Affairs and Employment for more information about the possible consequences for you and your dependents, such as exclusion from 'AWBZ' and 'Zorgverzekeringswet' coverage: 'Werken bij een internationale organisatie'.