OVERVIEW OF THE FUNCTIONS OF THE POST

Founded in 1964 by the late Nobel Laureate Abdus Salam and located in Trieste (Italy), the Abdus Salam International Centre for Theoretical Physics (ICTP) seeks to accomplish its mandate by providing scientists from developing countries with the continuing education and skills that they need to enjoy long and productive careers. ICTP has been a major force in stemming the scientific brain drain from the developing world. For more than 50 years, ICTP has been a driving force behind global efforts to advance scientific expertise in the developing world.

Under the overall guidance of the Head of ICTS and under the immediate supervision of the Systems and Network Analyst, the incumbent will provide services in the delivery of a range of activities related to the operational monitoring of IT systems and equipment including hardware, servers, network and critical enterprise services and applications. Essential responsibilities include:

- Perform IT tasks related to the monitoring and smooth running of ICTP's IT resources, including deployment and configuration of monitoring agents and provide technical support about automated monitoring of equipment and applications to the user community.
- Carry out IT system/network activities including troubleshooting and resolving IT problems.
- Support ICTP groups/units with the automated monitoring of networked hardware equipment and deployment of monitoring agents.
- In coordination with other team members, contribute to enhancing or adapting monitoring agents / scripts.

COMPETENCIES

A successful candidate will be required to demonstrate the following competencies:

- Accountability.
- Communication.
- Teamwork.
- Innovation.
- Results focus.
- Planning and organizing.
- Knowledge sharing and continuous improvement.

For detailed information please consult the UNESCO Competency Framework (https://en.unesco.org/sites/default/files/Competency%20Framework_E.pdf)
REQUIRED QUALIFICATIONS

EDUCATION
• Completed secondary, technical and/or vocational school.
• Training in areas of Information Technology or Electrical Engineering.

WORK EXPERIENCE
• At least three (3) years of relevant working experience in support and system administration.

SKILLS/COMPETENCIES
• Knowledge of any IT Monitoring platform/solution (e.g NAGIOS).
• Ability to work quickly and efficiently under pressure, with minimum supervision, and to sustain limited periods with workload peaks.

LANGUAGES
• Excellent knowledge (spoken and written) of English.

DESIRABLE QUALIFICATIONS

SKILLS/COMPETENCIES
• Knowledge of programming languages (Python, Perl, Shell scripts).

LANGUAGES
• Good knowledge (spoken and written) of Italian.

ADDITIONAL INFORMATION

Only candidates who are entitled to work in the E.U. may apply to this position. Please note that for this position UNESCO will not reimburse expenses such as travel in connection with interviews, tests and relocation.

BENEFITS AND ENTITLEMENTS

UNESCO’s salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.
For more information in benefits and entitlements, please consult ICSC website and UNESCO’s career website

MORE INFORMATION

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the UNESCO careers website. No modifications can be made to the application submitted. The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview.

Candidates must use the UNESCO's online application system which is accessible through the following links:

For current UNESCO fixed-term staff members: UNESCO Intranet > Tools > HR Apps > Careers. If you are working remotely, you should connect to Careers portal through connect.unesco.org

For all other candidates: https://careers.unesco.org

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