**Food and Agriculture Organization
of the United Nations**

Senior IT Assistant (OSRO/INS/501/USA)

NPP 7

Under the overall supervision of the FAO Representative, general supervision of FAO ECTAD Programme Team Leader, and direct supervision of the Operations Coordinator, in close coordination with the FAO-R Information Resources Assistant, Operations Support Unit, and appropriate Information Technology Division (KCT), Office for Coordination and Decentralization (OCD) and Emergency Operations and Rehabilitation Division (TCE) support staff, and in compliance with FAO standards, guidelines and procedures, the Senior IT Assistant will perform the following duties relating to support and maintenance of Project Information Technology resources:

1. Provide first-level user support and documentation for the Information, Communication and Technology (ICT) related services, e.g., Networks (WAN, LAN & WiFi), Servers, and PC hardware, software and communication devices (blackberry, telephone, etc).
2. Install workstations, servers, network infrastructure and other IT-related tasks for FAO staff and visitors at the FAO project locations, as necessary.
3. Perform the daily server checklist to ensure proper operation of the server and network.
4. Responsible for troubleshooting server problems and minimizing downtime for the users by setting up automatic monitoring system.
5. Identify recurring problems, systemic problems or other factors impacting computer issues.
6. Maintain FAO standard backup system for mission-critical data. Responsible for performing routine backups and restores of data and properly storing backup media according to FAO standards.
7. Regularly reassess the IT configurations and settings on staff workstations to ensure that they meet FAO standards.
8. Analyze communication / IT infrastructure and respond to technical or operational constraints as they arise.
9. Participate with appropriate Organizations and Ministries, e.g., IT experts, Ministries of Agriculture and Information and Communication, etc to develop and implement a nationwide surveillance information management system.
10. Provide formal or informal IT training to overseas staff who have varying degrees of technical proficiency. Training will be conducted on software applications, Internet-based research, hardware and software troubleshooting and the appropriate use of IT in the workplace.
11. Ensure that all IT related needs are met while adhering to FAO guidelines and policies.
12. Identify and secures local IT resources to meet Post's needs. Responsible for locating IT resources within country which may improve the support and management systems at Post.
13. Maintain the inventory of ICT related hardware and software in conjunction with the Operations Support Unit.
14. Conduct annual audit of IT assets.
15. Draft requests for purchases of hardware and software, according to FAO guidelines and procedures.
16. Provide monthly reports regarding IT conditions and network usage to project manager.
17. Liaise with support services either from FAOR, FAO HQ or external vendors.
18. Help with special events, conferences and assist in consolidating IT training needs, as required.

Key Performance Indicators:

- IT-related activities run smoothly in both MOA and Thamrin office

- IT-related problems are promptly identified and resolved in due time

- Proper maintenance of project's IT equipment

- IT support provided to project's field locations, as necessary

Academic Qualifications:

- Bachelor's degree in Information systems, Information Management or related discipline. Preferably with Cisco Certified Network Associate (CCNA) and Microsoft Certified Systems Engineer (MCSE).

Technical Competencies and Experience Requirements:

- 3 years of relevant working experience, including development and implementation of ICT strategies, management and supervision of ICT services and teams, hardware and software platforms, telecommunications facilities, knowledge of Windows-based packages/applications.
- Good English speaking and writing ability, fluent in Bahasa
- Ability to work with individuals from different cultural/national backgrounds
- Good interpersonal and communication skills
- Ability to work with minimum supervision.

Duty station: Jakarta, Indonesia with In-country travel as required

Duration: 3 months initial probationary contract with possibility of further extension subjects to satisfactory performance

GENERAL NOTE TO ALL APPLICANTS:

Interested candidates should submit a CV and a covering letter clearly stating their relevant skills, experience, vacancy and reference code by e-mail to:
E-mail: FAO-ID@fao.org
Submission DEADLINE: 18th April 2016

FAO regrets to inform applicants that only short-listed candidates will be contacted.