

SP-1
TASK PROPOSAL PART

1. Task Proposal

- 1.1 Task Proposal ID:** 14/USS-001 **Date received in SPA:** 2014-02-17
- 1.2 Task Title:** Junior Professional Officer - Support for IT Service and Process Improvements
- 1.3 Requester / Division / Section:** Baubec / SGIS / SSS
- 1.4 Is this a CFE task?** Yes
- 1.5 Task Category:** D
- 1.6 Is this a joint task for MSSPs?** No
- 1.7 Is multiple acceptance required?** No

If 1.6 or 1.7 is yes, indicate the reason:

2. Project

- 2.1 Project ID:** SGIS-003 **Project Type:**
- 2.2 Project Title:** Safeguards Information Systems and System Usability
- 2.3 Project Manager / Division / Section:** Whitaker / SGIS / SAC

3. Safeguards Requirement Identification

3.1 What is needed, why and when:

The SGIS User Support Section is responsible for ensuring that the Department of Safeguards has high quality computer services as required by the Department, by providing Information and Communication Technologies (ICT) support to end users at the Agency's Headquarters, regional offices, and remote safeguards sites, as well as to inspectors in the field. The Section supports and manages users' ICT equipment centrally, enforces electronic security measures, safeguards IAEA data by implementing data encryption, provides the necessary electronic tools to satisfy the Department's information security requirements and quality end-user support, and controls the life cycle of hardware and software.

In order to provide high quality ICT support to end users at the IAEA's Headquarters, regional offices, and remote safeguards sites, as well as to inspectors in the field for the MoSalc applications, the SGIS User Support Section needs to further improve the IT services and ITIL service management processes in the SG Service Desk. Additional skill sets are needed to support the design and implementation of these improvements.

3.2 How will the task results be used and by whom:

The SGIS User Support Section will use the JPO to support the identification of the improvements through hands-on participation in the activities of the Service Desk and to support their implementation in the Service Desk tools.

3.3 Consequences if task is not performed:

Decrease in the quality of support provided to users when using the MoSalc applications from desktops and notebooks at the IAEA's Headquarters, regional offices, and remote safeguards sites.

4. IAEA Proposed Work Outline

4.1 Major task stages with timing:

Maintain and enhance the Safeguards standard desktop and notebook configurations. Upgrade user desktop configuration using Microsoft SCCM software, Active Directory, other devices management tools and direct installation.

Contribute to hardware and software evaluation as part of procurement exercises.

Identify and implement process improvements at his/her own workplace, or recommend workflow streamlining within his/her own organizational unit to achieve efficient process delivery.

Support the identification of improvements of IT services and ITIL service management processes and their implementation in the SG Service Desk tools.

4.2 Support Division(s) / Section(s): SG / ALL

4.3 End User Division(s) / Section(s): SG / ALL

4.4 Estimated duration in months: 24

5. Safeguards Approval Process - not displayed

6. Acceptance by MSSP(s)

6.1 MSSP(s) to which the task is proposed:

CAN
GER
UK
USA

Date accepted:

Agency Task ID:

Position ID:
Job Description

| | |
|----------------------|--|
| Position: | IT Systems Engineer |
| Grade: | P2 |
| Organizational Unit: | Customer Service Team User Support Section Office of Information and Communication Systems Department of Safeguards |

Organizational Setting

The Department of Safeguards (SG) is the organizational hub for the implementation of IAEA safeguards. The IAEA implements nuclear verification activities for some 180 States in accordance with their safeguards agreements. The safeguards activities are undertaken within a dynamic and technically challenging environment including advanced nuclear fuel cycle facilities and complemented by the political diversity of the countries.

The Department of Safeguards consists of six Divisions: three Operations Divisions: A, B and C, for the implementation of verification activities around the world; three Technical Divisions: Division of Concepts and Planning, Division of Information Management, and Division of Technical and Scientific Services; as well as two Offices: the Office of Safeguards Analytical Services and the Office of Information and Communication Services.

Within the Department of Safeguards, the Office of Information and Communication Systems (SGIS) is the centre of competence for the specification, development and maintenance of information and communication technology (ICT) systems and for the management of all ICT infrastructure and services to support safeguards. In partnership with other organizational entities, SGIS is responsible for planning and implementing an ICT strategy as well as enforcing ICT standards.

The User Support Section is responsible for ensuring that the Department of Safeguards has high quality computer services as required by the Department of Safeguards, by providing ICT support to end users at the Agency's Headquarters, Regional Offices, and remote safeguards sites, as well as to inspectors in the field. The Section supports and manages users' ICT equipment centrally, enforces electronic security measures, safeguards IAEA data by implementing data encryption, provides the necessary electronic tools to satisfy the Department's information security requirements and quality customer support, and controls the life cycle of hardware and software.

Main purpose

Reporting to the Team Leader, the JPO provides the second level support for all Safeguards personnel with respect to incidents and service requests, and provides support for the integration, installation and removal of

Safeguards approved software on desktops/laptops, including evaluation of technical offers. He/she is responsible for the configuration management of the desktops, its improvements and implementation of IT security on client systems. He/she is also responsible for supporting the identification of improvements of IT services and ITIL service management processes and their implementation in the SG Service Desk tools.

Working Relationships

The JPO plays a key role in the Safeguards Service Desk's operational processes by providing second level support for Incident, Problem and Change management for the Safeguards ICT Office Infrastructure. He/she acts as a link between the Safeguards Service Desk and other Safeguards Service Design and Delivery Sections, handles the escalations and implements problem escalation and tracking as needed. Contacts are primarily with users while dealing with the escalated incidents, with other technical staff in SGIS to exchange information on incidents and problems and to implement improvements in the Service Desk tools.

Functions / Key Results Expected

- Maintain and enhance the Safeguards standard desktop and notebook configurations. Upgrade user desktop configuration using Microsoft SCCM software, Active Directory, other devices management tools and direct installation. This also includes:
 - Desktop/Laptop and portable device OS engineering/image creation installation and configuration;
 - Standard Desktop and mobile devices Security and software configuration, integration;
 - Support Security Management System (Physical Access Control System) including Legic cards programming and management, security incidents reporting, providing reports, reviewing CCTV as needed and reviewing access levels. Perform daily system health check of system alarms including analysis and follow-up actions and response as necessary.
 - Printer management including installation, print queue management and toner supply management;
 - Implementation and configuration of security software on client systems, like whole disk encryption of laptops, Anti-Virus solutions, integrated SG PKI distribution; and
 - ICT hardware lifecycle management.
- Determine the causes of users' computer and peripheral equipment problems and correct them. Conduct tests of the hardware and/or software affected using supplied test procedures and diagnostic tools. Correct malfunctions and document solutions and results in accordance with agreed procedures.
- Contribute to hardware and software evaluation as part of procurement exercises.
- Identify and implement process improvements at his/her own workplace, or recommend workflow streamlining within his/her own organizational unit to achieve efficient process delivery.
- Support the identification of improvements of IT services and ITIL service management processes and their implementation in the SG Service Desk tools.

Knowledge, Skills and Abilities

- In-depth knowledge and hands-on experience in troubleshooting, installation and support of Microsoft

products including: Windows desktop operating systems (Windows 7/Windows XP); Microsoft Office Suites (Various versions).

- Knowledge and experience the following:
 - Microsoft System Centre Configuration Management Server (SCCM); Disk Encryption (PGP and BitLocker); VPN software and Infrastructure; Public Key Infrastructure (for email encryption and user authentication); Printer/Digital Sender configuration and support, Microsoft SharePoint.
- Experience configuring equipment using SCCM software.
- Good understanding of Active Directory and Microsoft Desktop Policies.
- Good understanding of IT security risks, policies and procedures and IT networks.
- Familiarity with BMC's Service Desk Express or similar tools.
- Interpersonal skills: Ability to work effectively in a team in a multicultural environment and to interrelate in a customer-friendly fashion with staff at all levels as well as with external counterparts.
- Knowledge of ITIL best practices is an advantage.

Education, Experience and Language Skills

- University degree in computer science or equivalent.
- Two years of relevant working experience in the field(s) mentioned above or the user support area.
- Language skills: Good command of written and spoken English. Knowledge of other official IAEA languages (Arabic, Chinese, French, Russian, Spanish) an asset.