SP-1
TASK PROPOSAL PART

1. Task Proposal

1.1 Task Proposal ID: 14/USS-002 **Date received in SPA:** 2014-08-19

1.2 Task Title: Junior Professional Officer - IT Systems Engineer

1.3 Requester / Division / Section: SGIS / PS

1.4 Is this a CFE task? No

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: SGIS / PS

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 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 implement the requirements of MoSaIc with regard to the Integrated Safeguards Enviroment (ISE), the SGIS User Support Section needs additional skill sets to design and implement the end user computing environment in the Department of Safeguards. The computing environment includes hardware, software, security and deployment technologies, as well as policies and standards.

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

The SGIS User Support Section will use the JPO to contribute to the implementation of IT projects related to the usability of the end user desktops and notebooks in the Department of Safeguards.

3.3 Consequences if task is not performed:

Delays in provisioning of user-friendly access to the Safeguards Information Systems from desktops and notebooks.

4. IAEA Proposed Work Outline

4.1 Major task stages with timing:

- Implement and manage user-friendly solutions for the end user computing environment
- Contribute to ensuring the confidentiality, integrity, and availability of Safeguards relevant information
- Investigate and resolve IT problems
- Plan and execute desktop engineering projects
- Deliver oral and written reports, presenting complex technical matters in clear terms tailored to specific audiences.

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:	Date accepted:	Agency Task ID:
CAN		
GER		
UK		
USA		

IAEA
International Atomic Energy Agency

Job Description for Professional Posts

Position and Grade:	IT Systems Engeneer (P2)
Organizational Unit:	User Support Section Office of Information and Communication Systems Department of Safeguards]
Duty Station:	Vienna, Austria
Type/Duration of Appointment:	2 years

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 SGIS 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 end-user support, and controls the life cycle of hardware and software.

Main Purpose

Reporting to the User Support Section Head, the IT Systems Engineer is a member of the Desktop Engineering Team responsible for planning, designing, implementing, and managing the end user computing environment in the Department of Safeguards, covering hardware, software, security and deployment technologies, and associated policies and standards.

He/she contributes to the implementation of IT projects related to the usability and security of the end user computing environment in the Department of Safeguards.

Role

The IT Systems Engineer is: (a) a solution provider, designing and deploying departmental secure and user-friendly desktop solutions and support for the end user computing environment in Safeguards; (b) and a technical specialist, troubleshooting and fixing technical issues related to the end user computing environment.

Partnerships

The IT Systems Engineer collaborates extensively with users, business analysts, application developers, project managers, Service Desk staff, and infrastructure system engineers on matters related to usability and security of applications and systems pertaining to the Safeguards IT environment. He/she collaborates with the Division of Information Technology in the Department of Management to identify, design, implement, and manage in partnership IT solutions for the end user computing environment. The IT Systems Engineer collaborates with external vendors, service providers, and product suppliers to evalute the suitability of their products and their service capabilities with the aim to introduce secure and resilient technologies and best practices to the Safeguard Department.

Functions / Key Results Expected

- Desktop engineering: implement, deploy, and manage user-friendly solutions for the end-user computing environment. Contribute to the development of systems that adhere to the IT standards and policies. Develop and manage technologies for the deployment of software packages, updates, and fixes to the end-user computing environment in a secure, efficient and user-friendly manner. Evaluate, plan, test and deploy software updates and fixes.
- Information security: contribute as a key player to ensuring the confidentiality, integrity and availability of Safeguards relevant information by proposing and developing appropriate desktop measures and operational support options.
- Problem solving: investigate and resolve IT problems. Work with vendors on technical matters to prevent problems and optimise problem solving. Formulate and articulate expert opinions based on analysis.
- Planning and project management: plan and execute desktop engineering projects. Identify, investigate, and advise on emerging technologies and products, and assess their suitability of use within the overall IT strategy.
- Communication: consult with and take direction from managers regarding work priorities and deliverables. Listen to customers, end users, and business analysts to understand requirements. Produce oral and written reports, presenting complex technical matters in clear terms tailored to specific audiences.

Knowledge, Skills and Abilities

- In-depth technical knowledge and hands-on experience of Windows Desktop operating systems, IT infrastructure, networking, and IT security;
- In-depth understanding of secure and user-friendly computing enviroment design and operation;
- In-depth understanding of MS Windows 7, Office 2010, Active Directory, and Group Policy;

- Significant experience configuring and managing automated software deployment systems, such as SCCM (System Center Configuration Manager);
- Good understanding of information security principles, practices and technologies related to the end-user computing environment;
- Good understanding of Public Key Infrastructure systems and data encryption technologies used in a secure environment;
- Knowledge of ITIL service management and PRINCE2 project management or similar methodologies is an advantage;
- Good communication and listening skills; ability to establish and maintain good relationships with internal and external counterparts and to work harmoniously in a multicultural/multidisciplinary environment with respect and sensitivity for diversity.

Education, Experience and Language Skills

- University degree in fields related to information technology, computer sciences or related engineering field.
- Two years of relevant working experience in the relevant field(s) mentioned above, in an environment with significant IT security constraints.
- Fluency in written and spoken English essential. Knowledge of other IAEA official languages (Arabic, Chinese, French, Russian or Spanish) as well as German desirable.