



Job Description Print Report

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Position Review

Position Number	238700	Position Type	CFE/JPO	Subject to Radiation	No	Subject to GD	No
Hyperion Position Number		Fund Type	EBR	Parent Position	008350		
Organization	SGIS-Desktop Engineering Team	FTE	1	CCOG 1			
Grade	P3	Duty Station	DS - IAEA VIENNA	CCOG 2			
Classified Grade	P3	Position Title	IT Systems Engineer (Service Management)	Proposed New Title	IT Systems Engineer (Service Management)		
Master Version	1	Master Status	Awaiting Approval	Approval Date			
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Job Description Review

Organization Settings

The Department of Safeguards carries out the IAEA's duties and responsibilities as the world's nuclear inspectorate, supporting global efforts to stop the spread of nuclear weapons. The primary role of the Department is to develop and implement IAEA safeguards to ensure that there is no diversion of declared nuclear material from peaceful activities and no indications of undeclared nuclear material or activities in a State as a whole.

The Department comprises nuclear safeguards inspectors, responsible for carrying out inspections and verifications of all -safeguards relevant information for nuclear facilities in over 180 States; and technical staff responsible for a wide range of activities including: developing concepts and approaches for implementing safeguards; developing and maintaining safeguards equipment; providing analytical and laboratory services for sample analysis; collecting, evaluating and analysing safeguards -relevant information; providing information and communication technology infrastructure and services; and providing programme coordination support.

The Office of Information and Communication Systems (SGIS) is responsible for the provision of secure Information and Communication Technology (ICT) services that enable the Department of Safeguards to deliver on its mandate. Major services provided by SGIS include provision of information technology project management services; development and maintenance of specialized ICT solutions; operation of resilient ICT infrastructure; provision of customer support services; and protection of safeguards information. In partnership with other organizational entities, SGIS is responsible for planning and implementing ICT strategies as well as promoting ICT standards.

Main Purpose

Reporting to the User Support Section Head, the IT Systems Engineer (Service Management) 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. The IT Systems Engineer provides technology advice that ensures excellent user experience.

Role

The IT Systems Engineer (Service Management) is:

(a) a technical specialist, designing and deploying departmental secure and user-friendly solutions for IT service management (incident, knowledge, problem and change management) in use by the highly-mobile workforce in the Department; (b) a focal point, delivering IT solutions and support, troubleshooting and fixing technical issues related to the IT service management platform and associated applications; and (c) a customer services specialist, continuously improving the effectiveness of the ICT services and support to end-users.

Partnership

The IT Systems Engineer collaborates extensively with users, business analysts, application developers, project managers, security experts, and infrastructure system engineers on matters related to usability and security of applications and systems pertaining to IT service management. The IT Systems Engineer collaborates with external vendors, service providers, and product suppliers to evaluate 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

- Plan, design, implement, deploy, and manage user-friendly solutions for service management in use by the department. Contribute to the development of systems that adhere to the IT standards and policies.
- Contribute to ensuring the confidentiality, integrity and availability of Safeguards relevant information by proposing and developing appropriate measures and operational support options.
- Investigate and resolve problems during all phases of the project. Work with vendor on technical matters to prevent problems and optimize problem solving. Formulate and articulate expert opinions based on analysis.
- Contribute to the development of process improvements in the delivery of customer-centric ICT services and support.
- Consult with and take direction from managers regarding work priorities and deliverables. Listen to customers, end users, and business analysts to understand requirements. Produce high-level oral and written reports, presenting complex technical matters in clear terms tailored to specific audiences.
- Provide engineering and operational support for extending defined functionalities of the Departments systems and applications to the Service Management platform in a secure and user-friendly manner.

Generic JD Remarks

Competencies

Core Competencies

Competency	Occupational Role	Definition
Communication	Individual Contributor	Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen to and understand the perspectives of others and proposes solutions.
Achieving Results	Individual Contributor	Takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the Department/Division's programme. Evaluates his/her results realistically, drawing conclusions from lessons learned.
Teamwork	Individual Contributor	Actively contributes to achieving team results. Supports team decisions.
Planning and Organizing	Individual Contributor	Plans and organizes his/her own work in support of achieving the team or Section's priorities. Takes into account potential changes and proposes contingency plans.

Functional Competencies

Competency	Occupational Role	Definition
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Expertise		
Expertise	Description	Asset
Information Technology Network Security	Understanding of TCP/IP networking and secure connectivity such as VPN and Transport Layer Security as well as cryptographic authentication and encryption technologies.	N
Information Technology Systems Administration	Thorough understanding of Service Management concepts and demonstrated experience with Jira Atlassian SM platform.	N
Information Technology Systems Engineering	Familiarity with Apple iOS device management and application deployment; Windows 10 systems management; virtualization technologies and application delivery technologies.	N
Position Specific FC	Occupational Role	Definition
Position Specific Expertise	Description	Asset
Languages		
Languages	Asset Languages	
English	Arabic Chinese French Russian Spanish	
Qualification		
Qualification Title	Description	
Bachelor's Degree	University degree in information technology, computer science or other related fields.	
Other	Certifications in any of the required experience would be a benefit.	
Experience		
<p>At least five years of working experience in management of end user client system engineering environment with significant IT security constraints. Practical experience with Jira implementations, configuration, integration of diverse systems, trouble shooting and problem resolution. Experience in PowerShell, interactive shell and a programming language, as well as demonstrated experience of scripting with SIL scripts and Scriptrunner. Demonstrated experience of design, configuration, deployment, operations, and improvement of virtualized computing environments.</p>		
Job Description Remarks		