



Job Description Print Report

Print Date: 2018-02-09 13:46:29

Position Review

Position Number	179397	Position Type	Ongoing	Subject to Radiation	No	Subject to GD	Yes
Hyperion Position Number	N0067	Fund Type	RBF	Parent Position	018122 Section Head (SGIS-USS) 7		
Organization	SGIS-Desktop Engineering Team	FTE	1	CCOG 1	1A05E		
Grade	P3	Duty Station	Vienna, Austria	CCOG 2			
Classified Grade		Position Title	IT Systems Engineer (Mobile Technologies)	Proposed New Title			
Master Version	1	Master Status	Approved	Approval Date			
Position Version	1	Position Status	Not Initiated	Approval Date			

Job Description Review

Organization Settings

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 three Offices: the Office for Verification in Iran, the Office of Safeguards Analytical Services and the Office of Information and Communication Services.

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The main objective of the Department is to maintain and further develop an effective and efficient verification system in order to draw independent, impartial and timely safeguards conclusions, thus providing credible assurances to the international community that States are in compliance with their safeguards obligations. The departmental operating environment is interactive, participative and dynamic with continuous inputs received from the Board of Governors, the General Conference, policy- and decision-makers, as well as counterparts in Member States and in the international development community.

The User Support Section is responsible for ensuring that the Department of Safeguards has high quality computer services 24 hours a day, 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 User Support Section Head, the IT Systems Engineer (Mobile Technologies) 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 provide technology advice that ensures excellent user experience.

Role

The IT Systems Engineer (Mobile Technologies) is:

(a) a technical specialist, designing and deploying departmental secure and user-friendly solutions for the mobile devices (laptops, smart phones, tablets) 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 mobile device and application management environment; and (d) 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 Safeguards mobile technologies. 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 mobile device fleet 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 mobile measures and operational support options.
- Investigate and resolve problems with the devices and the platforms used to manage them. Work with vendors on technical matters to prevent problems and optimise 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 Department's systems and applications to mobile devices in a secure and user-friendly manner

Generic JD Remarks

Competencies

Core Competencies		
Competence	Occupational Role	Behavioural Indicator
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	Behavioural Indicator
Client orientation	Specialist	Helps clients to analyse their needs. Seeks to understand service needs from the client's perspective and ensure that the clients standards are met.
Commitment to continuous process improvement	Specialist	Plans and executes activities in the context of quality and risk management and identifies opportunities for process, system and structural improvement, as well as improving current practices. Analyses processes and procedures, and proposes improvements.
Technical/scientific credibility	Specialist	Ensures that work complies with internationally accepted professional standards and scientific methods. Provides scientifically/technically accepted information that is credible and reliable.
Expertise		
Expertise	Description	Asset
Position Specific FC		
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.	

Experience

At least five years of working experience in end user client system engineering environment with significant IT security constraints.
Practical experience in mobile devices running Apple iOS and Microsoft Windows 10, 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 of automated tasks.
Demonstrated experience of design, configuration, deployment, operations, and improvement of virtualized computing environments.
Thorough understanding of mobile device and application management concepts and demonstrated experience with at least one of the major platforms for supporting mobile device management
Experience with Apple iOS device management; Windows 10 systems management; virtualization technologies; application delivery technologies and mobile application management
Understanding of TCP/IP networking and secure connectivity such as VPN and Transport Layer Security as well as cryptographic authentication and encryption technologies
Certifications in any of the required experience would be a benefit

Job Description Remarks

Requisition

Contract Type		Expected Start Date		Duration		Mobility	
Fully Competitive Recruitment			Travel				

Approval History

Seq.	Name	Category	Status	Date
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