Job Description Print Report

Position Review

Position Number	144834	Position Type	CFE/JPO	Subject to Radiation	No	Subject to GD	No
Hyperion Position Number	R0188	Fund Type	EBR	Parent Position	008350|Senior Desktop Systems Engineer (SG)|6		
Organization	SGIS-Desktop Engineering Team	FTE	1	CCOG 1	1A05		
Grade	P2	Duty Station	Vienna, Austria	CCOG 2			
Classified Grade		Position Title	IT Systems Engineer (SG)	Proposed New Title			
Master Version	2	Master Status	Approved	Approval Date	01-JAN-18		
Position Version	4	Position Status	Approved	Approval Date	01-JAN-18		

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 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, deploying departmental secure and user-friendly desktop solutions and support for the end user computing environment in Safeguards; and (b) a technical specialist, troubleshooting and fixing technical issues related to the end user computing environment.

Partnership

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 Office of Information and Communication Systems staff to clarify issues and implement solutions for the end user computing environment.

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. Deploy software packages, updates, and fixes to the end-user computing environment in a secure, efficient and user-friendly manner. 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..
 Planning and project management: 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.

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
Client orientation	Associate	Establishes effective relationships with clients to understand and meet or exceed their needs. Finds ways to ensure client satisfaction.
Commitment to continuous process improvement	Associate	Identifies opportunities for process, system and structural improvement as well as improving current practices, increasing effectiveness and achieving efficiency gains. Actively supports the application of sound quality management standards and process improvement.
Technical/scientific credibility	Associate	Acquires and applies new skills to remain up to date in his/her area of expertise. Reliably applies knowledge of basic technical/scientific methods and concepts.

Expertise

Expertise	Description	Asset
Information Technology|IT Hardware Installation and Maintenance	Experience in design, installation and maintenance of IT infrastructure including IT hardware	
Information Technology|IT Security	Solid knowledge of IT Security practices and concepts	
Information Technology|Information Security	Good knowledge of Information Security	
Information Technology|Project Management	Experience in project management, including project planning, work assignment and supervision, and in progress review and reporting	

Position Specific FC	Occupational Role	Definition

Position Specific Expertise	Description	Asset
Information Technology|Change Management	Significant experience configuring and managing automated software deployment systems, such as SCCM (System Center Configuration Manager)	
Information Technology|IT Hardware Installation and Maintenance	Demonstrated experience of Desktop operating systems and security, access and configuration management tools	
Information Technology|IT Security	Good understanding of principles, practices & technologies related to the end-user computing, including Public Key Infrastructure	
Information Technology|Project Management	Knowledge of ITIL service management and PRINCE2 project management or similar methodologies is an advantage	
Information Technology|Systems Development	In-depth understanding of secure and user-friendly computing environment design and operation	

Languages

Languages	Asset Languages
English	Arabic Chinese

	English French Russian Spanish

Qualification

Qualification Title	Description
Bachelor's Degree	Computer Science, Information Technology, or related field.

Experience

Two years of relevant working experience in the relevant field(s) mentioned above.

Job Description Remarks