

UNOPS, the operational arm of the United Nations, supporting the successful implementation of partners' peacebuilding, humanitarian and development projects around the world with final goal to help people build better lives and countries achieve sustainable development,

**IS URGENTLY SEEKING**  
**ONE 1 ICT ASSOCIATE-VALENCIA**  
(VA/2021/B5011/21629)

**Functional Responsibilities**

The ICT Associate will be responsible for managing and maintaining the Enterprise-monitoring Systems on premises and in the cloud.

The ICT Associate will coordinate with systems engineers, application technical support analysts and developers to determine requirements for filters, events, alerts, and dashboards and reporting in various monitoring tools. The incumbent also has responsibility for supporting System monitoring tools and its components including Configuration Manager, Service Manager and Orchestrator, as necessary.

This is a position with UNOPS for supporting projects carried out for or in the United Nations Secretariat. The incumbent of this position will be a staff member of UNOPS under its full responsibility.

Within SGITT, this position supports the Bridge Operational Unit in UNGSC. Under the oversight of the Chief of Unit, the incumbents main responsibilities will include but not be limited to the following:

**Monitoring**

Deployment and support of the tools in use to monitor systems and applications Perform administrative tasks from the Operation Manager console, provide application support, multiple monitoring platforms, create, and maintain monitoring and notification rules. Perform "on call" duty technical service to react on any incident affecting the System monitoring tools.

**Tool administration**

Review and update system monitoring tools console security, apply patches, create roles and reviews, and create and install custom Management Packs (MP) as needed. Deliver System Center Operations Manager (SCOM) views via Remote Desktop Web Access, create custom reports on results of SCOM monitoring and provide problem resolution for SCOM components and related custom scripts.

**Collaboration**

Work with project managers and peers to understand and solve challenging technical problems, produce eort estimates, and improve system functionality, reliability and reduce costs. Manage customer satisfaction through effectively communicating and managing customer expectations

## **Policies**

Recommend changes to policies and establishes procedures that affect immediate policies and procedures

## **Tool updates**

Run daily maintenance checks, running Data base (DB) queries, upgrading agents to the latest versions and verify-update configuration when needed

## **Education/Experience/Language requirements**

Secondary education is required. University Degree (Bachelor's or Master's Degree) in areas related to information technology (IT) or related field may substitute for some of the required number of years of experience

**Certifications** (The below certifications are highly desirable): MS System Center certification, AWS certification AZURE certification, PRINCE2, ITIL foundation

## **Required:**

Six (6) years of experience with the installation and administration of Microsoft System Center Operations Manager or other Enterprise Monitoring applications is required.

Two (2) years of experience in Cloud Services and Cloud Monitoring is required.

**Desirable** (The following experience is optional. Candidates who do not have it are welcome to apply):

Experience in Server Administrator (both Windows Server and Linux) is highly desirable

Experience in application/network performance and availability monitoring is highly desirable Experience using the Microsoft Windows PowerShell scripting engine to automate tasks is desirable Experience in business analytics services (preferably Power BI) is desirable

Experience major Microsoft technologies including operating systems, Active Directory, SharePoint, SQL Server is desirable

## **Language requirements**

Fluency in English (read, write, speak) is required for this position.

Knowledge of another official UN language is an advantage.

## **Contract type, level and duration, duty station**

- Contract type: Fixed Term
- Contract level: G6
- Contract duration: One year initially, renewable subject to satisfactory performance and funding availability

For more details about United Nations staff contracts, please follow this link: <https://bit.ly/33794Ks>

Duty station: Valencia SPAIN

**How to apply** Submit your application via the UNOPS roster at the following link by

<https://jobs.unops.org/pages/viewvacancy/VADetails.aspx?id=21629&media=print> and send an email to [eurespuglia@regione.puglia.it](mailto:eurespuglia@regione.puglia.it) to keep us informed about

