



## VACANCY ANNOUNCEMENT

### **Information Systems Assistant, G-5** Administration & Operations Division ICT Subdivision

Deadline for application	Announcement number	Expected date for entry on duty	Duration of appointment	Duty Station
14 June 2026 23:59 hrs CET	VA 26/030/A&O	December 2026	One year with possibility of extension	Bonn, Germany

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**The United Nations Framework Convention on Climate Change (UNFCCC)** is the focus of the political process to address Climate Change. The UNFCCC secretariat supports the Convention, its Kyoto Protocol and the Paris Agreement through a range of activities, including substantive and organizational support to meetings of the Parties and the implementation of commitments. It is a dynamic organization working in a politically challenging environment to help resolve one of the defining environmental issues of our time.

#### **Where you will be working**

This position is located in the Information and Communication Technology (ICT) sub-division. The incumbent reports to the Team Leader of the ICT sub-division.

The Information and Communication Technology (ICT) sub-division will provide a reliable, sustainable and coherent IT infrastructure; operate and maintain existing mandated systems that support the intergovernmental process; and improve the overall level of ICT, with a focus on extending and improving critical user-facing services.

Under the general supervision of the Manager of the sub-division, ICT (P-5) and the Team Lead of the Conference and Customer Support Unit and under the direct supervision of the Associate Information Systems Officer (P-2), the incumbent provides basic support to the design, development and implementation of Information and Communications Technology (ICT) solutions for UNFCCC internal and external stakeholders.

#### **Your responsibilities**

Within delegated authority, the Information Systems Assistant will be responsible for the following duties:

- Provide specialized technical support on UNFCCC's ICT application solutions for internal and external users by tracking problems, responding to user requests and generating inputs to continuous improvement of applications and processes.
- In particular:
  - Provision of primary (2nd level) support on UNFCCC's ICT application solutions for internal and external users by tracking problems, responding to user requests and generating inputs to continuous improvement of applications and processes;
  - Participation in the configuration, testing and implementation of application solution development;
  - Contribute to the ICT release/configuration/service transition processes;
  - Provide primary (2nd level) support for some of the secretariat's ICT applications;



- Ensure that incidents and requests are handled in compliance with agreed procedures, including quality control, problem management and change management;
- Execute the appropriate corrective actions when possible and escalate issues to the appropriate for 3rd level support when necessary;
- Provide assistance to internal and external users on matters relating to the accessibility and availability of functions and information in the sites;
- Monitor support issues and bring them to the attention of the Team Leader when required;
- Provide additional support to identify and solve application defects;
- Participate in the configuration, testing and implementation of application solution development;
- Assist in the provision of new ICT capability for the secretariat as directed by the team lead, such as configuring or testing new application, databases and collaboration sites using established processes, standards and ICT platform according to functional and technical specifications;
- Assist in the maintenance of ICT capability by modifying existing templates;
- Execute automated data input and extraction functions;
- Contribute to the ICT release/configuration/service transition processes;
- Provide end user training and supports programme officers in the use of technology;
- Assist in drafting of documentation relevant to application solutions and quality requirements and specifications;
- Revise user and developer manuals and other documents;
- Perform any other job-related activity required to achieve the goals and objectives of the secretariat.

### **Competencies**

**Applying Professional Expertise:** Demonstrates expertise of subject matter and the transferable skills required for the function; Shows the capacity to apply knowledge to deliver results based on acquired background and experience; Seeks opportunities to apply own technical skills across related disciplines; Keeps abreast of new developments and technologies in the field of expertise; Actively seeks to expand the existing level of job knowledge and expertise.

**Being Responsive to Clients and Partners.** Fosters a good rapport and seeks regular feedback from internal and external clients and partners; Regularly consults with clients understand and respond to changes they encounter; Takes action to resolve conflicts with individuals and groups within and outside the organization to achieve win-win solutions; Works across organizational boundaries and overcomes obstacles to enhance cooperation; Establishes networks and leverages partnerships to achieve results.

**Delivering results:** Conducts a critical analysis of situations to develop sound goals and work plans; Consults with others to develop integrated, consistent and harmonized plans; Allocates and uses time efficiently, and monitors own performance against timelines and milestones; Foresees risks, plans for contingencies, and adapts to take account of changing circumstances; Perseveres to deliver projects and pursues results despite obstacles and setbacks; Manages competing demands and focuses on priorities to deliver results.

**Learning continuously and knowledge sharing:** Creates ideas and possibilities for change to improve the work of the organization; Establishes development goals, and actively undertakes formal and informal learning for professional and personal development; Applies newly acquired skills and knowledge; Shares knowledge proactively and contributes to the learning of others; Reflects on successes and failures and applies lessons learned to future activities; Engages colleagues or networks



to test assumptions and conclusions, determine a course of action and arrive at new insights; Makes appropriate use of enterprise systems and tools to capture, share and access institutional knowledge.

### **Your qualifications**

#### **Educational Background**

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**Required:** High school diploma or equivalent. A completed first level university degree (Bachelor or equivalent) in Computer Science / Information Technology is an asset, in which case the relevant work experience required for the position will be reduced to three (3) years.

#### **Experience**

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**Required:** Five (5) years of experience in information systems analysis and programming, systems administration and maintenance, application development, technical writing, or related area.

#### **Language skills**

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**Required:** Fluency in English (both oral and written).

**Advantage:** Working knowledge of another official United Nations language.

#### **Specific professional knowledge and job-related skills**

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- Proven support, configuration, maintenance and troubleshooting experience with one or more of Microsoft SharePoint, Microsoft Flow, Microsoft Power Automate, Microsoft Dynamics CRM, Microsoft .NET and Microsoft SQL Server.
- Good knowledge of computer user support and troubleshooting methods.
- Knowledge of ITIL Incident Management process.
- Knowledge of Service Level Management Tool (ServiceNow)
- Application development experience, specifically with Microsoft SharePoint, .NET or Microsoft Dynamics CRM.

#### **What is the selection process**

Evaluation of qualified candidates may include an assessment exercise, which may be followed by an interview. The above-listed set of competencies will be applied for this particular post.

#### **How to apply**

Candidates whose qualifications and experience match what we are looking for should use the online application system available at <http://unfccc.int/secretariat/employment/recruitment>

#### **Please note**

1. This position is subject to local recruitment pursuant to staff rule 4.4 of the United Nations Staff Rules. It is open to citizens of the European Union (EU) member states or holders of residence and a valid permit to reside and work in Germany, without restrictions, is required. All staff in the General Service and related categories shall be recruited in the country or within commuting distance of each office, irrespective of their nationality and of the length of time they may have been in the country. All travel costs related to the interview and relocation incurred to take up an appointment at the duty station in Bonn are at the expense of the applicant.



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2. We will confirm receipt of your application. However, only candidates under serious consideration and contacted for an interview will receive notice of the final outcome of the selection process.
3. Indicative net annual salary: Euro 53,465 plus other UN benefits as indicated in the link below: <https://unfccc.int/secretariat/employment/conditions-of-employment.html>

UNFCCC is committed to diversity and inclusion within its workforce, and encourages candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities, to apply.

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