The International Civil Aviation Organization (ICAO) sets international Standards and Recommended Practices (SARPs) for aviation safety, air navigation, security and environmental protection. To that effect, ICAO is a knowledge-based organization engaged in the development of intellectual property.

The Bureau of Administration and Services (ADB) plays a lead role in the effective and efficient administrative management of the Organization by ensuring the provision of high-quality physical and human resources, by applying the highest standards of work ethics and conduct, and by using results based management skills and tools to support the Organization in implementing its Strategic Objectives, in order to serve all stakeholders of the world aviation community.

The Information and Administrative Services (IAS) Division falls under the auspices of the Bureau of Administration and Services (ADB) and is headed by the Deputy Director, IAS (DD/IAS) who has responsibility for planning, developing and implementing an information management strategy, setting and enforcing common ICT standards throughout the Organization.

The Enterprise Technology Section (ETS), under the management of the Chief, ETS Section (C/ETS), reports directly to the DD/IAS and is a service provider, which plans, acquires or develops and manages the organization’s enterprise applications and systems. Key activities of the Section include the establishment of core infrastructure and network services; software development and support for enterprise applications; Enterprise Architecture and Project Management; Enterprise Resource Planning (ERP) system support, Web management as well as Regional Offices support.

The IT Core Services and Infrastructure Management unit (CSIM) is one of the three units in ETS. Under the leadership of the Unit Head, it is responsible for:

- The core system services including the establishment, maintenance and management of operating systems on servers, workstations, storage and Storage Area Network (SAN) operations, implementation as well as the management of the Network Infrastructure.
- Office automation and Service Operations, oversight of the Help desk, as well as the management of application services like Email, Office Applications, first level user support, service management and, IT asset acquisition and management including their maintenance and inventory.
- Telephony, Conference Support and Delegations Services including the management and deployment of Telephony services, supporting meetings and events and delivering ad-hoc support services for Resident Delegations.

Under the supervision of the Head of Unit, the incumbent is responsible for effective provisioning, installation/configuration, operation, and maintenance of workstation hardware and software and related infrastructure. This individual provides first and second level IT support to ICAO IT users/Delegations and Regional Office staff remotely. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners.

**Function 1 (incl. Expected results)**

Provide first and second level support to ICAO IT users/Delegations and Regional Office staff remotely in response to Service Desk requests, achieving results such as:

- Functional hardware and software is available to the user
- Deploy hardware and software approved for individual users
- Pro-active monitoring of the ServiceDesk system for incoming user requests
- Take initial actions to protect user workstations upon the detection of malware activities.
Function 2 (incl. Expected results)

Work with the users to help achieve optimum use of IT services made available to them, achieving results such as:

- Provide desk side assistance in the use of IT tools
- Provide support for the use of web collaboration services
- Provide support for the use of telephone services
- Maximize the use of technology to improve productivity of the staff
- Write documentation for the end-users to maximize the usage of the IT services
- Document the resolution of the user’s requests in the Service Desk system to feed a knowledge base documentation to be used to quickly resolve re-occurring problems

Function 3 (incl. Expected results)

Maintain an inventory of IT assets within the Configuration Management Data; achieving results such as:

- Register the reception of new hardware and software to stock
- Register the deployment of hardware and software to the users
- Register the movements of hardware and software
- Track and report on the use of IT assets across the organisation

Function 4 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Educational background

Degree in Information Technology, professional computer certificate or 5 years of experience in ServiceDesk work.

Professional experience and knowledge

- Three years’ experience in IT Service Desk support
- Professional certification in Microsoft Windows 7/10 and Office is desirable
- Experience working in an International Organization IT department preferred
- Experience in working in an ITIL environment is an asset.

Language Skills

Required

- Fluent reading, writing and speaking abilities in English is required
- Working knowledge of French

Desirable

- Knowledge of any additional official languages of the Organization (Arabic, Chinese, Russian and Spanish) is a definite asset.

CONDITIONS OF EMPLOYMENT

It should be noted that this post is to be filled for a minimum period of eleven (11) months with a possibility of renewal.

Please note that the net monthly rate for Band A varies from $2,160 to $5,850.

HOW TO APPLY

Interested candidates must complete an on-line application form. To apply, please visit ICAO’s e-Recruitment website at: https://careers.icao.int.
NOTICE TO CANDIDATES

ICAO does NOT charge any fees or request money from candidates at any stage of the selection process, nor does it concern itself with bank account details of applicants. Requests of this nature allegedly made on behalf of ICAO are fraudulent and should be disregarded.