REQUEST FOR CLASSIFICATION ACTION (for DFS use ONLY)

The identified job description is submitted for classification review.

POST NUMBER	FUNCTIONAL TITLE	OFFICE CODE
Multiple	Associate Information Systems Officer	

REASON FOR CLASSIFICATION		POST ENCUMBERED BY:
	☐ POST TO BE AUTHORIZED	
	☐ VACANCY ANNOUNCEMENT	EX-INCUMBENT:
	☐ REVISION OF DUTIES	
	☐ PROPOSED CHANGE IN GRADE	
	☐ OTHER (SPECIFY):	
	In case of recruitment: Is post reserved for target groups? ☐ YES ☐ NO	
	If yes, specify:	

The following previously classified job descriptions are replaced in full or partly by this job description:

Comments:

Signature of Administrative Officer: _____

for

Name: Alessandro Chiurazzi

Date: (d/m/y) 23-01-15

Mission: Chief-ROU/FPD

CLASSIFICATION NOTICE

	JOB DESCRIPTION NO.
	JD/CP061NPO

The classification of post is approved as follows:

Functional Title: **Associate Information Systems Officer**

Occupational Code: **1.a.05.a – Job Code 4134**

Classification Level: **NO-B**

Comments:

Classification Officer: Cyntia Gonzalez, Human Resources Officer, ODCU/FPOS/FPD/DFS

Classification Officer: Larisa Hill, Human Resources Officer, ODCU/FPOS/FPD/DFS

Chief, Organizational Design and Classification Unit, FPD/DFS: Morteza Mirmohammad, Chief ODCU/FPOS/FPD/DFS

For the Director, Field Personnel Division,/DFS: Chaste Abimana, Chief FPOS/FPD/DFS

Date: 24/6/15

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<u>General</u>: Complete all sections of this document accurately in clear, concise language. If a question is not applicable, then mark **n.a.** Describe the work and the factors required of the <u>post</u> and not the characteristics, performance or qualifications of the incumbent. Attach additional sheets if necessary.

Particular sections of the form:

<u>Section A</u>:

1. Identification of the post: ensure the official nomenclature is used.
    Office code: please use the most specific one.

2. Organizational setting: Ensure the organization chart is consistent with the information indicated in 3.1 and 3.2.
    The organization chart should indicate all posts that are superordinate, subordinate and co-ordinate to the post being described, and should clearly identify each post, for example by using incumbent name or post number.

3. Each post is responsible for generally four or five major duties. These duties should be presented in order of importance with a detailed explanation of how the duty is achieved. Miscellaneous tasks which take only a small percentage of time can be grouped and listed together. The following examples indicate two major duties and an explanation of <u>how</u> the work is accomplished.

    "Co-ordinates all actions required for the effective implementation of technical co-operation projects by: 30%

    (a) monitoring project implementation at all stages, including the analysis of implementation difficulties and initiating remedial action;

    (b) preparing and/or reviewing documents and revising as required;

    (c) requesting actions for recruitment of experts and placement of fellowships and ensuring satisfactory and expeditious completion of action;

    (d) reviewing requisitions for procurement of equipment with substantive offices and following up on the status of purchase and delivery;

    (e) preparing and/or reviewing various project reports, i.e. periodic progress reports, technical contractors' agency terminal reports, and, as requested, project status reports, fiscal reports and briefing notes;

    (f) arranging for the completion of projects and ensuring all documents and books are finalized.

    or

    "Assists the Section Chief in administering the daily operations of the section by: 20%

    (a) reviewing incoming correspondence, documents, and transactions, forwarding to appropriate unit, ensuring prompt action is taken, and following up on the status;

    (b) reviewing and approving documents, correspondence and authorization prepared by staff to ensure consistency in the application of rules and regulations;

    (c) reviewing in detail the most complex cases and recommending disposition;

    (d) acting as certifying officer and certifying non-routine obligating documents and authorizations;

    (e) investigating and preparing all documentation for appeals to the Administrative Tribunal."

4. Decision making and consequence of errors: In general, decision making is considered as a commitment to a course of action that is not subject to detailed review. To make recommendations on the other hand requires the suggestion for courses of actions and implies that the post does not have complete or final responsibility.

<u>Section C</u>:

    The signatures on the form confirm the certification as indicated. They do not necessarily imply full agreement on the nature of the assignments nor do they imply any decision concerning the grade level of the post.

SECTION A*: May be completed by the incumbent of the post*

1. <u>IDENTIFICATION</u> of the post:

   1.1 Department/Secretariat/Office   **Field Missions**

      Division/Centre

      Branch/Service

      Section

      Unit   Office Code:

   1.2 Functional Title: **Associate Information Systems Officer**   Post Number: **Multiple**

      Duty Station: **Multiple**   Occupational Code: **1.A.05.a**

2.   a)   ST/SGB/Organization Reference:

   b)   Programme Budget Reference:

3.   ORGANIZATIONAL SETTING: <u>*Attach a complete and current organization chart for the organizational structure of the post being described. Indicate clearly the work relationships to other posts.*</u>

   3.1 Professional posts <u>*DIRECTLY*</u> supervised:

Functional Title	Classification Level	Number of Posts
Assistant Information Systems Officer	**NOA**	**0-2**

      Total number of professional posts supervised *directly*, and through subordinate supervisors: **0-2**

   3.2   Total number of posts in other categories supervised: **0-2**

   3.3   Title and classification of supervisor's post: **Information Systems Officer, P-3/P-4**

4.   Summary of the assigned duties:

These positions are located in the United Nations Field Peacekeeping Operations, Special Political Missions, Service Centres and Offices as applicable.

The Associate Information Systems Officer assists in the design, development and installation of information systems; Undertakes analysis of well-defined modules within the system, develops enhancements and new features to existing systems; Writes and develops programs to interface with existing systems; Ensures data security and integrity. She/he assists in identifying appropriate human and technical resources to complete the project; assists in assuring that deviations from project schedule are addressed and communicated; participates with senior staff in assessing and testing new technology

	%
5. Describe the main DUTIES AND RESPONSIBILITIES of the post; indicate WHAT is done and HOW it is done. Duties should be presented in order of importance. Please indicate the appropriate percentage of time devoted to each duty to total 100%.	

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

- Participates in preparing user requirements and other technical specifications. **50**
- Assists in the design, development and installation of information systems.
- Undertakes analysis of well-defined modules within the system, develops enhancements and new features to existing systems; may design and implement small, stand-alone systems as needed (e.g. to meet individual user requirements).
- Undertakes rigorous testing and proving of applications software.
- Maintains assigned portions of systems, providing operational support for system's applications, analyzing and implementing system changes/upgrades, etc.
- Participates in developing and maintaining Information Systems project plans, schedules, and budgets. Assists in identifying appropriate human and technical resources to complete the project; assists in assuring that deviations from project schedule are addressed and communicated; assists in developing timely project status reports, monitoring project risk factors, escalating project issues, and providing Quality Assurance for all project deliverables.
- Writes and develops programs to interface with existing systems.
- Ensures data security and integrity.
- Participates in developing disaster recovery plans.
- Prepares, updates and maintains system's documentation and related technical/procedural manuals. **45**
- Assists in procurements, including conducting needs assessments and benchmarks, preparing technical specifications and evaluation criteria.
- Assists in the set-up and monitoring of software performance measures.
- Participates in Helpdesk support services.
- Participates in facilitating communications between CITS and its clients for good client relations and be responsible for small to medium client accounts.
- Assists in the development of Service Level Agreements (SLAs) between the client and CITS, for either specific IT services or general technology support, including any charge back mechanisms.
- Advises users on the most suitable hardware and software for different tasks; maintains and enhances software.
- Drafts training materials and conducts training sessions and demonstrations of systems for users.
- Participates with senior staff in assessing and testing new technology.
- Performs ad hoc duties as required. **5**
- May provide guidance to new/junior staff.

6. Indicate the WORK RELATIONSHIPS required with persons outside the immediate work unit:

6.1 Inside the regular Secretariat and/or the Mission, including UNCTAD, regional economic commissions, etc.

Functional Title and Classification	Purpose and Frequency
Systems Officers and other IT specialists. Technical staff, managers, and users.	Participates with senior staff in assessing and testing new technology. Daily-As and when required.

6.2 Outside the Secretariat and/or the Mission, for example, UNDP, UNHCR, specialized agencies, delegations, government officials, etc.

Title and Level	Purpose and Frequency
Sales and technical personnel of hardware/software vendors and IT consultants.	Consults/exchanges information on IT issues, innovations, etc. When required.

7. DECISION MAKING AND CONSEQUENCE OF ERROR

7.1 Describe the type of <u>decisions</u> regularly made and the <u>IMPACT</u> of those decisions.

The incumbent provides inputs for management's decisions on the design, development and installation of information systems.

7.2 Describe the type of recommendations made.

The incumbent assesses implications and makes recommendations on measures to address issues of concern and to advance mandated objectives.

7.3 Describe <u>the consequence of err</u>ors

Errors, if undetected, would typically result in damage to the quality of work done through portions of the computer systems. The result is a loss of staff and computer time, i.e., on the work of the users. Such errors impact on the work of the users.

8. Indicate the <u>GUIDELINES</u> and directives available; describe the <u>INTERPRETATION OF and DEVIATION FROM</u> existing guidelines, and the authority to establish new guidelines.

The work is guided by the organisation strategy, Mission mandate and other guidelines such as United Nations systems standards as published by OICT and ICTD vision plan.

SECTION B : *To be completed by the SUPERVISOR of the post*.

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1. Define the goals and objectives of the post.
   The main goal of the post is to deliver sound technical support to IT staff and users in the design, development and usage of systems and applications; Develop and maintain good knowledge of the business area supported by the system application; Effectively transfers knowledge through training sessions and development of documentation, technical and procedural manuals.

2. Describe the type and extent of supervision given to the post.

   Specific instructions regarding methods of work are available for each assignment. Work in progress may be reviewed at discretion of supervisor. Completed work reviewed for accuracy and for adherence to instructions.

3. Indicate the minimum knowledge, abilities and skills *required* to perform the assigned duties of the post.

   3.1 Level and <u>FIELD OF STUDY</u> of university or equivalent training; and the degree of specialization required:

   Advanced university degree in Computer Science, Information Systems Management, Communication Technology or other related field is required. A first level university degree with two additional years of relevant experience may be accepted in lieu of the advanced university degree.

   3.2 Length and type of practical experience required at the national, and if so required, at the international level:
   A minimum of two to three years of progressively responsible experience in planning, design, development, implementation and maintenance of computer information systems or related area.

   3.3 Language(s) proficiency required:
   English and French are the working languages of the United Nations Secretariat. Fluency in English or French, (both oral and written) is required; knowledge of the other is desirable.

4. If the job description is to be used for requesting a review of the classification level, indicate the changes that have occurred in the duty assignment.
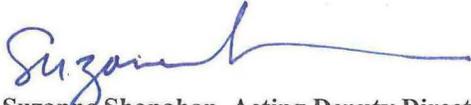
N/a

SECTION C: *Signatures*

SIGNATURE OF INCUMBENT: _____

DATE: _____ NAME: _____

SIGNATURE OF SUPERVISOR (Certification of Correctness of job description): _____

DATE: 23-01-2015 NAME AND TITLE: **Vernon Woolford, OGM-CITS, ROU/FPD**

SIGNATURE OF SECOND LEVEL SUPERVISOR (Authorization of approval): _____

DATE: 23-03-2015 NAME AND TITLE: **Suzanne Shanahan, Acting Deputy Director, ICTD/DFS**

Additional Comments: