

**World Food  
Programme****Programa  
Mundial de  
Alimentos**

## IT Operations Associate

**Location:** Brasília, Brazil

**Type of Contract:** Service Contract

**Duration of Contract:** 09 months (renewable)

**Level:** SB-4

**Application deadline:** 15 March, 2020

Are you interested in international organizations and humanitarian work? Do you have experience in technology and office equipment? Do you want to know how can you contribute for the Sustainable Development Goals?

If yes, this opportunity is for you.

At WFP Centre of Excellence in Brazil, we are looking for talented professionals to support us as IT Operations Associate in Brasilia. You will be responsible for overall IT structure and system development and maintenance, and support with office administrative tasks such as contract management, premises overall maintenance, among others.

### **About the Centre of Excellence against Hunger**

The WFP Centre of Excellence against Hunger is a global forum for policy dialogue and South-South learning in school feeding, nutrition and food security programmes. The Centre of Excellence is a result of a partnership between WFP and the Brazilian government and was created in 2011 to support governments in Africa, Asia and Latin American in developing sustainable solutions against hunger. We provide policy and programme advice, technical assistance, learning opportunities and brings southern nations together to help them develop their own solutions to achieve the Sustainable Development Goal 2 – Zero Hunger.

The Centre is an innovation that seeks to respond governments' demands for technical support to strengthen their national capacities and knowledge on sustainable school feeding and to support them in the design and management of healthy and sustainable national school feeding and other hunger programmes. For more information, visit <https://centrodeexcelencia.org.br/en/>.

### **About the World Food Programme**

WFP is the largest humanitarian agency fighting hunger worldwide. Our mission is to help the world achieve Zero Hunger in our lifetimes. Every single day, we work worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need. For more information please go to <https://www1.wfp.org/>.

### **Duties and Responsibilities**

As IT Operations Associate, you will be under the overall supervisor of the Centre's Deputy Director and will report directly to the Finance and Administration Officer. Your main responsibilities will be:

- Carry out system and hardware maintenance tasks, such as running specialised network monitoring and system protection, to ensure technology and office equipment are running effectively.
- Monitor technology reliability, identify user needs, analyse data and produce accurate reports in order to recommend IT solutions to support informative decision-making.
- Resolve queries independently, escalating if required, to ensure that standard IT questions are answered and accurate information is provided to staff.
- Liaise with IT Division (HQ/Regional/UN IT Local Network Group) and UN System (for BOS and other common initiatives) in the country as appropriate.
- Provide standard technical training to end users, in special to junior colleagues, of commonly used technology and systems, in order to assist WFP staff in conducting their work.
- Support Cloud Solutions.
- Support the coordination of new application implementation in order to provide WFP staff with the tools they need to perform effectively.
- Draft standard material such as end-user and technical documentation to ensure staff have access to required information about IT services and products.
- Implement improvements to methods and processes within the IT division in order to support the continuous enhancement of IT services provided.
- Coordinate installation and maintenance of telecommunications systems and equipment, to ensure optimal services in compliance with standard operations procedures.
- Support with office administrative tasks as contract management, premises overall maintenance, negotiation with service providers, among other tasks.
- Maintain all corporate systems up-to-date including but not limited to -asset database, -premises and -fleet management.
- Prepare periodic revisions and the annual procurement plan for ICT equipment and service needs.
- Support procurement process by gathering information for purchase requests for office supplies, services and equipment; certifying adequate receipt of good and services (SES/GRN).
- Backstopping colleagues in the Support Services Unit.
- Perform other related duties as required.

### **Minimum qualifications**

**Education:** University Degree in the field of Information Technology or other related field. Advanced studies or additional formal training in the area of ICT and/or administration is an advantage.



**Experience:** At least four years of relevant work experience in Information technology and Administration.

**Knowledge:** Advanced computer skills, knowledge of commonly used office equipment and software packages. Experience utilizing institutional networks, enterprise resource planning ERP systems and with content management systems for websites. Knowledge of IP PBX systems, specially VoIP and SIP solutions.

**Desirable Skills:** Knowledge of SAP based information system. General knowledge of UN system policies, rules, regulations and procedures governing IT and procurement administration. knowledge of WAN, basic knowledge of SD-WAN solutions and Fortinet appliances, specially Fortigate UTM solutions. Additional knowledge in the procurement area is desirable as other related tasks may be required.

**Language:** Fluency in both oral and written communication in Portuguese and English.

**Functional capabilities:**

Capability Name	Description of the behaviour expected for the proficiency level
<b>Governance, Strategy and Architecture</b>	Demonstrates awareness of overall IT governance structure and system architecture development to support the process and assist in design of interaction between systems.
<b>Change Implementation, Project management, Planning and Optimization</b>	Has basic understanding of project management principles to provide basic estimates on timing, resource utilisation and costs to facilitate the project planning process.
<b>Technical Expertise</b>	Continuously updates one's own knowledge about new technologies and product modifications; Is sought out for advice/expertise and recognized internally as an important technical reference.
<b>Service Management</b>	Monitors and supervises maintenance and installation work against the established standards and protocols for service excellence and takes proper actions to correct inconsistencies and improve overall quality and customer satisfaction. Ensures that operational problems are identified and resolved.
<b>Client Management</b>	Exhibits a detailed understanding of customers' IT requests in order to effectively address and manage internal customers 'needs. Identifies recurrent issues to propose long-term solutions.
<b>Procurement and Contract Management</b>	Able to conduct a cost-benefit analysis of alternative technologies and vendor service level agreements to consolidate options and assess suitability.

**How to apply?**



**Step 1** - Go to: <http://www1.wfp.org/careers/job-openings> - Register and create your CV.

**Step 2** – Click on – [IT Operations Associate](#) - Apply to submit your application.

**NOTE:** You must complete Step 1 and 2 for your application to be considered.

In the application form, ensure filling the mandatory sections, attaching your CV, answering the pre-screening questions and agreeing on the legal statement before submitting your application. Selection of candidates is made on a competitive basis on account of potential and performance. All applicants will undergo a process which includes screening against job requirements, a technical test, and a panel interview.

Candidates must be Brazilian nationals or must have permission to work in the country.

**Talented women are encouraged to apply**

We look for applicants with the highest integrity and professionalism who share our humanitarian values. We commit to promote diversity, gender parity and equality between men and women. WFP strives to build a work environment that is safe and respectful, and free of sexual harassment and abuse of authority. We believe in open communication, and every individual at WFP is treated with respect regardless of gender, age, ethnicity, religious and political beliefs, etc.