



## Vacancy Announcement

**Title:** IT Operations Associate

**Contract Type:** SC

**Level:** SB-4

**Deadline for application:** 23 January 2022

**Duty station:** Brasilia, Brazil

**Duration:** 12 months

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### Background

WFP is the world's largest humanitarian agency fighting against hunger worldwide. Finding long-term and sustainable solutions to chronic hunger is also a part of the WFP mandate. The WFP Centre of Excellence against Hunger was launched in November 2011. The Centre was established as a partnership between WFP and the Brazilian government, and it was created to support governments.

The Centre is an innovation that seeks to respond government 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.

**Supervision:** Under the general supervision of the Director, the IT Operations Associate reports to the Head of Support Services Unit (Finance and Administration Officer).

**Accountabilities:** Within delegated authority, the IT Operations Associate will be responsible for the following duties:

1. Carry out system and hardware maintenance tasks, such as running specialized network monitoring and system protection, to ensure technology is running effectively. Monitor technology reliability, identify user needs, analyses data and produce accurate reports in order to recommend IT solutions to support informative decision-making.
2. Resolve queries independently, escalating if required, to ensure that standard IT questions are answered, and accurate information is provided to staff.
3. Provide standard technical training to end users of commonly used technology and systems, in order to assist WFP staff in conducting their work.
4. Provide guidance and training to junior colleagues in the delivery of IT support services to support the capability building of staff.
5. Support the co-ordination of new application implementation in order to provide WFP staff with the tools they need to perform effectively.
6. Draft standard material such as end-user and technical documentation (SOPs) to ensure staff have access to required information about IT services and products.

**WFP Centre of Excellence against Hunger / PMA Centro de Excelência Contra a Fome**

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<http://www.wfp.org/centre-of-excellence-hunger>



7. Work in close collaboration with other WFP Offices, IT Division (HQ and Regional) and UN IT Local Network Group to seek new technological solutions, efficiency, and cost avoidance.
8. Maintain up to date several operational systems as the Global Equipment Management System-GEMS, Facilities Systems-ARCHIBUS and Fleet Management System-FMS among others. Conduct Physical Count & Reconciliation (PCAR) exercise.
9. Gather information and prepare annual procurement plans for office supplies, services, and equipment.
10. Support with office administrative tasks, as contract management and communications.
11. Analyze and advise on ERP (WINGS) profiles/accesses in the office to ensure appropriate segregation of duties.
12. Backstopping colleagues in the Support Services Unit
13. 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 trainings in ICT and administration are considered as 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.
- High-level knowledge of the Microsoft server environment and Active Directory management.
- Deep understanding of, and enterprise experience in development, testing and deployment of Windows network configuration
- Ability to administer corporate level LAN, Wi-Fi and WAN solutions.
- Detailed level knowledge of network security, e.g. UTM, DMZ and firewall solutions.
- Microsoft Office 365 administration, configuration, and support experience including: Azure Identity Management including MFA, Microsoft Device Management principles, endpoint management practices, SharePoint 365 and OneDrive administration.

**Desirable Skills:** Knowledge of SAP based information system. Knowledge of WFP manuals, policies, and procedures in Procurement and WFP Financial regulations and rules. General knowledge of UN system policies, rules, regulations and procedures governing procurement administration.

**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.

#### Application Procedures

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

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

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

The candidate must have Brazilian Nationality or be legally authorized to work in the country.

**WFP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are highly encouraged to apply.**