



ORGANISATION FOR THE PROHIBITION OF CHEMICAL WEAPONS (OPCW)

Johan de Wittlaan 32, 2517 JR The Hague, The Netherlands

V A C A N C Y N O T I C E

Post Title:	Head IS Operations, Infrastructure and Support	Date:	14 June 2017
Post Level:	P-4	Closing Date:	29 July 2017
Vacancy Ref:	E-ADM/ISB/HOIS/F0107/P-4/24/06-17	<p>This fixed-term appointment is for a duration of two years with a six-month probationary period, and is subject to the OPCW Staff Regulations and Interim Staff Rules, as applicable. The OPCW is a non-career organisation with limited staff tenure. The total length of service for Professional staff shall not exceed 7 years. The Director-General retains the discretion not to make any appointment to this vacancy, to make an appointment at a lower grade, or to make an appointment with a modified job description. Several vacancies may be filled.</p>	
Division:	Administration		
Branch:	Information Services Branch		

Principal Functions

Under the supervision of the Head, Information Services Branch and in accordance with the OPCW Core Values of Integrity, Professionalism and Respect for Diversity/Gender Equality, the incumbent performs the following duties:

I. Management of the IS Operations and the End-user Support units

- Plan and oversee the management of activities undertaken by the two units: (i) propose the work plan in line with the global objectives and goals of the branch; (ii) ensure that the planned activities are carried out in a timely fashion; (iii) liaise with other sections and branches as appropriate to coordinate the different activities.
- Supervise, evaluate, guide and develop staff under his/her direct control, and oversee activities of staff under his/her indirect supervision. Evaluate and propose training for the units staff;
- Coordinate and oversee all IT user support functions, including the IT service desk, IT support to conferences and all related technical services.

II. ICT Capacity Building and Maintenance

- Manage available resources and forecast need for acquisition of new hardware and system software, IS/IT services and all related maintenance contracts;
- Oversee the preparation of detailed technical specifications for RFPs and technical evaluations.
- Evaluate the continued effectiveness, suitability, and performance of networks, systems, technologies.
- Oversee the management of all IT and telecommunication inventory (hardware, software, licenses, maintenance contracts).

III. Technical and Services Architecture

- Provide leadership in the conceptualization, management and coordination of the design, implementation and maintenance of ICT systems, network and systems integration projects, with a particular focus on security aspects for the highly secured Network (SCN).
- Provide leadership and determine user requirements and liaise with users on all aspects and during all phases of IT projects in the areas of responsibility of the two units; provide technical guidance to others involved in the automation activities not directly related to networking and systems.
- Provide technical and policy guidance to the Head of the Branch and colleagues on emerging technology and conceptual strategy with their potential application to the Organisation.

IV. Management of the Disaster Recovery Plan of ICT systems

- Responsible for building and embedding resilience in all systems of responsibility; coordinate DR exercises, maintenance activities, and internal / external audits in order to continually refine the BC plan of the Division and build organisational resilience;
- Cooperate with the Office of Confidentiality and Security (OCS), the Office of Internal Oversight (OIO) and other organisational units of the Secretariat -as needed- in order to establish and manage risk management (RM), disaster recovery (DR), knowledge transfer (KT) components, in support of any organisational BC Plans led by OCS.
- Carries out planning, design, system analysis, evaluation, selection, and implementation of relevant automation tools; ensure inclusion of DR components in the ongoing projects;

V. Vendor Management

- Undertake market research of relevant solutions and suppliers

Requirements

Knowledge and skills:

Essential: Advanced university degree in information technology, mathematics, engineering, or related discipline. a first level university degree in a similar discipline (as above) combination with qualifying experience (minimum 9 years) may be accepted in lieu of the advanced university degree.

Essential Required Certification: Prince2 and ITIL certifications to at least Practitioner level or equivalent.

Desirable: Relevant training/certification on Microsoft and Cisco technology, Information Security and DevOps is desirable.

Skills and Abilities (key competencies):

- Professionalism:** Ability to provide seasoned advice on information systems and diverse technologies supporting OPCW's information needs and functions; Demonstrated ability to bring the developments of ICT to effectively solve business issues while also managing costs and risks. Ability to think and plan strategically, set direction and manage within a results-based-management framework.
- Planning and organizing:** Proven ability to plan and organise work, requiring an in-depth understanding of its strategic direction and ability to integrate the work of the section into the OPCW work program.
- Communication:** Excellent drafting ability, strong negotiating skills formed from demonstrable experience with a diverse range of vendor-based negotiations Excellent presentation skills combined with the negotiation skills focussed on bringing others to agreement on difficult issues.
- Teamwork:** Demonstrated ability to work in a multicultural, multi-ethnic environment and to maintain effective working relations with people of different national and cultural backgrounds.
- Client Orientation:** Ability to identify clients' needs and propose appropriate solutions as well as establish and maintain effective work relationships with outside collaborators and other contacts, including member states and the public. Ability to understand how to use technology to succeed and how to satisfy both internal and external clients' needs.
- Technological awareness:** Excellent conceptual knowledge of Information Architecture, Information Management and System infrastructure, broad knowledge of all aspects of system design, implementation and management of highly complex Information systems. Commitment to keep abreast in these areas.

Managerial Competences

- Managing performance:** Proven managerial and analytical capabilities in planning and directing a team of technical staff responsible for information management and communication infrastructure. Ability and experience to manage technical teams through others is essential as is the ability to build, manage and mentor teams
- Leadership:** Strong managerial/leadership skills; demonstrated flexibility in leadership by performing and/or overseeing the analysis of complex human resources, financial and

suited to the OPCW's technical needs in infrastructure and support services.

- Be accountable for monitoring and addressing all relevant suppliers' technical compliance with contractual terms.
- Provide overall relationship management with relevant suppliers delivering services to OPCW, including preparing projects, service plans and service escalations.
- In the case of managed services and outsourcing, be accountable for service delivery, technical integration and end-to-end solution performance.

VI. Other duties as required.

administrative management policy and programme issues; proven record of building and managing teams and creating an enabling environment, including the ability to effectively lead, supervise, mentor, develop and evaluate staff and design training/skills enhancement initiatives to ensure effective transfer of knowledge/skills. Tact in negotiating skills; good judgement and decision making skills.

Experience:

Essential:

- 7 or more years of combined experience related to information and communication technologies, ICT security, business continuity management, risk management, knowledge transfer, and disaster recovery.
- Professional experience in supervisory roles;
- Demonstrated ability to bring the developments of ICT to effectively solve business issues while also managing costs and risks;
- Managing infrastructure and support technical teams in a professional services environment
- Experience both at the national and international level is required.

Desirable:

Experience becoming; and maintaining; compliant with relevant ISO standards such as ISO 27001 is desirable.

Languages:

Fluency in English is essential. A good working knowledge of one of the other official languages (Arabic, Chinese, French, Russian, and Spanish) is desirable.

Total annual salary consists of a net annual salary (net of taxes and before medical insurance and provident fund deductions) in US\$ and a post adjustment. The post adjustment (cost of living allowance) is variable and subject to change without notice in accordance with the rates as set within the UN Common System for salaries and allowances. The figure quoted on the right, is based on the **June 2017 rate of 33.9%**.

	With Dependants	No Dependants
Annual Salary (US dollars)	\$ 74,130	\$ 69,032
Post Adjustment	\$ 25,130	\$ 23,402
Total Salary	\$ 99,260	\$ 92,434

CANDIDATES ARE STRONGLY ADVISED TO USE ONLY THE ONLINE APPLICATION SYSTEM.

Interested applicants who are unable to submit an application online at www.opcw.org, due to technical problems, are requested to send an e-mail to Recruitment@opcw.org explaining the problem.

Only applications received before the closing date will be considered. Only applicants under serious consideration for a post will be contacted.

Applications from qualified female candidates are strongly encouraged.

There are job advertisements and offers that falsely state that they are from the OPCW.

June 2017/aa