



The recruitment policy of the WTO is to seek to attract and retain staff members offering the highest standards of competence, efficiency and integrity. As an Equal Opportunities Employer, the WTO gives full regard to merit and diversity.

Vacancy Notice No.: EXT/F/16-78	Issued on: 3 November 2016
Title: Systems and Operations Engineer	Application Deadline (CET): 1 December 2016
Grade: 6	Division: Information Technology Solutions (371)
Contract Type: Fixed-term	
Starting Salary: CHF 83,548 net per annum (approximate)	Duration: Two years with the possibility of extension
Other Conditions:	In accordance with WTO Staff Regulations and Staff Rules and WTO Pension Plan Regulations. The World Trade Organization offers an attractive compensation package including an annual net salary (subject to mandatory deductions for pension contributions and health insurance), dependency benefits, pension plan, health insurance scheme, separation grant, and 30 days annual leave. Benefits for internationally recruited staff may include travel and removal expenses on appointment and separation, installation grant, education grant, rental subsidy, and home leave. Additional information on the compensation package is provided on the WTO website: http://www.wto.org/english/thewto_e/vacane_e/comp_package_e.pdf .

The Secretariat of the WTO is seeking to fill a position of Systems and Operations Engineer in the Systems and Operations Section of the Information Technology Solutions Division.

General Functions

WTO's data centre is located on its premises and consists of 60 physical servers and around 100 virtual servers. Enterprise storage solutions are based on NAS and DAS. The Systems and Operations Section is responsible for support and operations of this environment and is handling all 2nd level support with occasional evening and weekend work within agreed maintenance windows. The Section is responsible for 800 desktop and 300 virtual desktop related tasks of imaging, application packaging and deployment including update of these client environments.

Reporting to the Chief, Systems and Operation Section, the Systems and Operations Engineer will undertake the following responsibilities:

1. Service owner of at least one of these critical infrastructure services:
a) Desktop and Laptop standardisation and image building for standard users, kiosks, and training facilities. b) Application packaging, desktop, laptop and application distribution on SCCM as an outsourced service using an external service provider.
2. Coordinate implementations; guarantee availability and capacity; create documentation and standard operating procedures for this service(s) including disaster recovery procedures. The incumbent should also serve as a backup service owner for other infrastructure services (Data Centre server hardware, VDI).

3. Assist in the day-to-day operations of the infrastructure covering monitoring, pro-active maintenance, problem solving, providing 2nd level support by responding to incident and change requests, coordinating 3rd level support within existing support contracts as well as assisting in the optimisation of existing services.

The incumbent, after a short integration period will be required to work independently and assume the assigned responsibilities. This will require regular interaction with IT Service Desk and other sections within the ITSD.

4. Assist the other System and Operation Engineers and Project Managers within the Section on specific tasks assigned related to Infrastructure projects.

5. Assist in the execution of security response actions. This occasionally requires to work outside office hours.

6. Perform any other task within the Section to contribute to the work plan of the Section.

REQUIRED QUALIFICATIONS

Education:

In addition to a basic university degree, theoretical knowledge and/or proven professional expertise equivalent to an advanced university degree level in Computer Science, Mathematics, Engineering or a related discipline is required.

Knowledge and Skills:

Excellent knowledge and experience in at least two of the following areas at the level of an enterprise environment of similar size as described under General Functions, ideally with a recognised certification; and basic knowledge and experience in the other areas:

- Microsoft SCCM infrastructure for image building, application distribution, Microsoft and third party updates with Shavlik.
- Image building Windows 7 and Windows 10 desktops and laptops for distribution in SCCM.
- Application packaging for distribution in SCCM (both pure MSI and App-V based).
- XenDesktop infrastructure for VDI. Golden image building, VDI client assignment, monitoring and reporting.

Good working knowledge of the following areas:

- Microsoft Active Directory: account, OU and GPO management.
- LAN/WAN and Internet technologies as well as TCP/IP protocol.
- Windows7 and Windows10.
- ITIL processes especially Incident, Change and Problem Management.

The incumbent must have the ability to prioritize and execute tasks in a demanding situation and make sound decisions. He/she must be capable of working under stress and in an autonomous manner.

The following interpersonal capabilities are required: ability to present technical facts to knowledgeable specialised audiences; to persuade others to a point of view using facts; to establish and maintain good working relationships with colleagues; to communicate information in a clear way; to make technical presentations; to work as a member of a team, while working independently to achieve his/her objectives.

Work Experience:

At least two years experience pertinent to the functions and the size of Operations described under "General Functions".

Languages:

Excellent knowledge of English, including the ability to write accurately and concisely (documentation, procedures, processes) and make presentations if requested. A good knowledge of French will be considered as an advantage.

Additional Information:

Only applications from nationals of WTO Members will be accepted.

The WTO may use various communication technologies such as video or teleconference for the assessment and evaluation of candidates. The recruitment process may also involve the use of various forms of testing, assessment centres, interviews and reference checks.

Candidates not selected whose performance in the selection process nevertheless shows them to be suitable for a similar position may be kept on a roster for up to 18 months, and may subsequently be called upon as and when the need arises for additional resources.

APPLICANTS MAY BE REQUIRED TO SIT A WRITTEN EXAMINATION

APPLICANTS WILL BE CONTACTED DIRECTLY IF SELECTED FOR AN INTERVIEW

Please note that all candidates must complete an online application form.
To apply, please visit the WTO's E-Recruitment website at: <https://erecruitment.wto.org>.
The system provides instructions for online application procedures.

All applicants are encouraged to apply online as soon as possible after the vacancy has been posted and well before the closing date – Central European Time (CET) – stated in the vacancy announcement.

PLEASE NOTE THAT APPLICATIONS RECEIVED AFTER THE
CLOSING DATE WILL NOT BE ACCEPTED

The WTO is a non-smoking environment.