



The ITU is a world-wide organization which brings governments and industry together to coordinate the establishment and operation of global telecommunication networks and services; it is responsible for standardization, coordination and development of international telecommunications including radiocommunications, as well as the harmonization of national policies.

ITU adopts International Regulations and treaties governing all terrestrial and space uses of the frequency spectrum as well as the use of all satellite orbits which serve as a framework for national legislations; it develops standards to foster the interconnection of telecommunication systems on a worldwide scale regardless of the type of technology used; it also fosters the development of telecommunications in developing countries.

The ITU organizes worldwide and regional exhibitions and forums bringing together the most influential representatives of government and the telecommunications industry to exchange ideas, knowledge and technology for the benefit of the global community, and in particular the developing world.

VACANCY NOTICE No. P5-2009

Date of issue: 19 January 2009	Applications from women are encouraged
Deadline for application: 19 March 2009	
Functions: Applications Systems Analyst	Posts numbers: IS11/P3/318
Type of appointment: Fixed-Term for two years	Date of entry: As soon as possible
Grade: P.3	Duty station: ITU Headquarters, Geneva, Switzerland

General Secretariat

The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Organizational Unit

Within the General Secretariat, the Information Services Department (IS) is the focal point for the ITU information technology infrastructure which includes standards, user support and training, communication services (postal mail, voice, image, video, data), network services (file, print and computing), information exchange services (messaging, database, document base), desktop services (office productivity tools), administrative applications and software development environments. The Information Services Department manages the physical, human and organizational resources needed to design, deploy, operate, maintain and support the ITU information infrastructure. It also represents ITU in inter-organization meetings and committees related to information technology management.

Duties / Responsibilities

Within the Information Systems Department under the supervision of the Head, Application Services Division, the incumbent: **1.** Provides hands-on support for Database and Application development from configuration, gathering business requirements, researching solutions, creating detailed functional specifications, and developing application architecture, datamodels, databases (setups and configuration), application development, undertake integration testing, facilitate user acceptance testing, production deployment and support and training for users and documentation. **2.** Works as a member of a team to identify opportunities for changes to the processes, systems and structures that would result in increased efficiency and effectiveness by monitoring key performance indicators and using best practices whenever

possible. Participates in integration and user acceptance testing. **3.** Investigates reported application problems, conducts tests to isolate problems and root cause in order to prepare clear Incident Reports for further investigation by technical operations and development experts. Conducts further diagnosis and tests as necessary to assist with problem resolution investigating and implementing workarounds where appropriate. **4.** Assists in the planning, analysis, design, and testing activities during database and application upgrades and provide input on tools, standards, templates, and methodology. Reviews design and development efforts that will support future enhancements. **5.** Meets with a Division Heads to plan, review and carry out work in conformity with policy guidelines, and accomplishment of assigned objectives and assignments. **6.** Keeps abreast of functional changes and software releases and makes appropriate recommendations to management that will benefit the ITU. **7.** Demonstrates continuous effort to improve practices, decrease turnaround times, streamline work processes and work cooperatively and jointly with others to provide quality seamless service for the Department. **8.** Maintains documentation relating to business processes and training; ensures all standards and procedures are being followed and maintained according to evolving business requirements. **9.** Proactively develops client relationships by listening, understanding and anticipating needs, and suggesting appropriate solutions to ensure client satisfaction and continuous alignment with the client's business needs. **Specific duties:** **1.** Creates functional design documentation, test scenarios and scripts and develops the databases and applications. **2.** Provides ongoing support, maintenance and enhancement to databases and applications developed. **3.** Interfaces with the various Unit and Divisions to ensure deliverables are meeting the expectations of the Departments and Sectors. **4.** Prepares estimates and documents issues as requested by the Head of the Division.

Qualifications required

1. University degree in computer science, systems management or other related field that is relevant to the scope of the assignment, OR education in a reputed college of advanced education with a diploma of equivalent standard to that of a university degree in one of the above-mentioned fields. A qualifying combination of education, university training and experience may be considered in lieu of a university degree in the case where no suitable candidate with a degree is identified.
2. At least 5 years of professional experience in database and application development with a minimum of 3 years implementing such applications. A minimum of 2 years of relevant experience should be at the international level.
3. Very good knowledge of one of the six official languages of the Union (Arabic, Chinese, English, French, Russian, Spanish) and good knowledge of a second. Knowledge of a third official language would be an advantage. (Under the provisions of Resolution No. 626 of the Council, a relaxation of the language requirements may be authorized in the case of candidates from developing countries.).

Competencies

4. Experience in all aspects of one of the following database and development tools: Databases, Application Development, Security & integrity or Reporting and monitoring.
5. Sound understanding of database and application development implementation methodologies and best practices.
6. Ability to solve complex functional issues, document problems, impacts and resolution options in a clear and concise manner.
7. Effective time management skills and multi-tasking capabilities; ability to work independently and effectively at all levels of a collaborative team environment.
8. Understanding of relevant business processes, operating strategies, policies and procedures within the ITU environment; capability to gather, document and analyze information; ability to draw conclusions, define strategies and suggest solutions.
9. Proven experience in project management and service delivery applying models such as ITIL, ISO, PRINCE2 or similar.
10. Capacity to provide first level support and advice in the area of specialisation.
11. Excellent verbal and written communication skills; advanced application software skills, including presentation, spreadsheet, word processing, project management software tools and applications; experience in leading and conducting meetings, seminars and workshops.
12. Experience in the writing of functional designs for custom development, including report design.

13. Experience in the review and evaluation of technical designs completed to support approved functional designs.
14. Ability to liaise and negotiate with technical designers and developers to ensure they understand the business requirement.
15. Understanding of the action paths required for troubleshooting issues surrounding interfaces, which requires a clear understanding of the data coming from the Source system going to the Target system.
16. In-depth SQL knowledge with the ability to develop and execute complex queries.
17. Proficient in the use of the MS Office suite of applications including Word, Excel, Access, PowerPoint, Visio and Project.
18. Knowledge and experience with Portal and other presentation tools.

NOTES

- In accordance with Resolution 48 (Rev. Antalya, 2006) adopted by the Plenipotentiary Conference:
 - a) In choosing between candidates who meet the qualification requirements for a post, preference shall be given to candidates from regions of the world which are insufficiently represented in the staffing of the Union.
 - b) Recruitment can take place at one grade lower when no candidate fulfils all the qualification requirements.
- In accordance with Resolution 1187 approved by the Council 2001, Member States and Sector Members are encouraged to suggest appropriately qualified women candidates for ITU staff positions, especially at Professional and higher levels.
- Applications from outside may be submitted through an Administration or directly to the Union on the understanding that the Secretary-General would in such cases normally consult with the Administrations of the nationals involved before making a final selection.
- Appointment is subject to a satisfactory medical report and verification of credentials.
- Spouses and unmarried children of the family of International Civil Servants have access to the Swiss employment market under conditions stipulated by the competent Swiss authorities.

The statutory retirement age for staff entering or re-entering service after 1 January 1990 is 62. Only applicants who are expected to complete a term of appointment will normally be considered.

If you wish to apply

External applicants should **STATE THEIR NATIONALITY, QUOTE THE VACANCY NOTICE NUMBER**, and address application with completed ITU Personal History Form (PHF) to the Human Resources Administration Division.

The PHF is available on the ITU's Web Site. **Any application submitted without the ITU PHF will not be considered.**

APPLICANTS WILL BE CONTACTED ONLY IF THEY ARE UNDER SERIOUS CONSIDERATION.



The ITU is a smoke-free environment

External distribution

CONDITIONS OF EMPLOYMENT

The conditions of employment are governed by the Staff Regulations and Staff Rules and can be summarized as follows:

1. Duration of appointment

Fixed-term appointments do not carry any expectancy of renewal or of conversion to any other type of appointment. They may be terminated by the Secretary-General or by the staff member concerned on 30 days' notice, subject to conditions prescribed in the Staff Regulations and Staff Rules.

2. Medical examination

The appointment is subject to a satisfactory medical examination to be carried out under the responsibility of the Medical Adviser of the ITU.

3. Annual salary

Grade P.3 – Step 1

a) Annual salary (annual increments subject to satisfactory services)

- from 53,629.- USD without dependant
- from 57,453.- USD with dependant

Salaries, allowances and benefits (including repatriation grant) are paid in Swiss francs (CHF) at a rate fixed by the Secretary-General; this rate, which is variable, now stands at 1,122 CHF to the dollar.

b) Post Adjustment (non-pensionable)

As of 19 January 2009, 73.2% of the base annual salary indicated above at the relevant rate, grade and step. Post adjustment is subject to modification and the percentage may differ at the time of appointment as also during the course of the contract.

4. Allowances

a) Assignment grant

On arrival in Geneva staff members are paid an assignment grant by the Union. The amount of the grant will be 366 CHF per day for the staff member and 183 CHF per day for each eligible dependant, for a period of 30 days after arrival in Geneva.

Under certain conditions to be determined at the time of appointment, staff members may be entitled to other payments on assignment.

b) Dependency allowance

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| - For a dependent spouse | Included in basic salary |
| - For a dependent child
(If the first child is the dependant in respect of whom the staff member is entitled to the dependency rate included in basic salary) | 3,459 CHF per annum |
| - Where there is no dependent spouse, for one of the following:
a dependent parent, a dependent brother or a dependent sister | 1,542 CHF per annum |

Payment of dependency allowances will be based on recognition of dependency as defined in the ITU Staff Regulations and Rules. For the purpose of these Regulations and Rules, a "child" shall be the child of a staff member, under the age of 18 years, or if the child is in full-time attendance at a school or university (or similar educational institution) under the age of 21 years for whom the staff member provides main and continuing support. If the child is totally and permanently disabled, the requirements as to school attendance and age shall be waived.

However, with a view to avoiding duplication of benefits and in order to achieve equality among staff members, the above dependency allowance for children will be reduced proportionately if the staff member or his/her spouse receives similar benefits from another source.

c) Education grant

An education grant is paid for each eligible child in full-time attendance at a school or university, or similar educational institution. A staff member whose home country is the country of his/her official duty station is not entitled to this grant, except in respect of physically or mentally disabled children.

d) Rental Subsidy

Under certain circumstances a rental subsidy can be granted to staff members newly arrived at the duty station when the rent represents too high a proportion of the total remuneration.

5. Travel and removal

a) Travel

The travel expenses of an internationally recruited staff member and his/her dependants from the place of recruitment to the country of the duty station will be defrayed by the Union. Dependants who may travel at ITU expense are: a spouse and unmarried children under the age of 18 years or under the age of 21 years if they are in full-time attendance at a school or university or of any age if they are totally and permanently disabled.

b) Removal

Appointment carries entitlement to removal of personal effects and household goods. The successful candidate will be informed of the detailed conditions.

6. Home leave

Internationally recruited staff members are granted home leave once every two years. A staff member whose home country is the country of his/her official duty station shall not be eligible for home leave.

7. Pension Fund

The successful candidate will be affiliated to the United Nations Joint Staff Pension Fund; a contribution of 7.9% of his/her pensionable salary will be deducted from his/her salary.

8. Repatriation grant

In virtue of Regulation 9.7 of the Staff Regulations and Rules a repatriation grant shall be payable to staff members whom the Union is obligated to repatriate and who do not remain in the country of the duty station after separation from service. The repatriation grant shall not, however, be paid to a staff member who has been dismissed. Detailed conditions and definitions relating to eligibility shall be determined by the Secretary-General. The amount of the grant shall be proportional to the length of service with the Union.

9. Health insurance

The selected candidate will be affiliated to the Staff Health Insurance Fund. A contribution amounting to 3.3% of base salary plus post adjustment will be deducted from his/her salary. A spouse recognized as a dependent, as defined in para. 4.b) above, will be affiliated to the Health Insurance and a contribution amounting to 30% of the base rate applied to the staff member, i.e. 0.99 per cent of his/her base salary plus post adjustment, will be deducted from the salary of the staff member.

10. Income tax

Salaries and other emoluments paid by the Union are normally exempt of national income tax. Staff Members from countries which do not exempt ITU income from national income tax will receive reimbursement of national income tax paid.

Note: A staff member whose home country is the country of his/her official duty station shall not be eligible for the allowances and entitlements specified in points 4.a), c), d), 5.a), b), 6 and 8.