



## Vacancy Notice No. 2011/090

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Position and Grade:	<b>IT Systems Engineer (P-2)</b>
Organizational Unit:	Open Systems and Security Unit Infrastructure Services Section <a href="#">Division of Information Technology</a> <a href="#">Department of Management</a>
Duty Station:	<a href="#">Vienna</a> , Austria
Issue Date:	29 August 2011
Application Deadline:	<b>7 October 2011</b>
Type/Duration of Appointment:	<a href="#">Fixed term</a> , 3 years (subject to a probationary period of 1 year)

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### Organizational Setting

The Division of Information Technology provides support to the IAEA in the field of ICT (information and communication technology), including information systems for technical programmes and management. It is responsible for planning, developing and implementing an ICT strategy, for setting and enforcing common ICT standards throughout the Secretariat and for managing central ICT services.

The IAEA's ICT infrastructure comprises state-of-the art hardware and software platforms in a partially decentralized environment. The Division has implemented an IT service management model based on ITIL (IT Infrastructure Library) and Prince2 (Projects in a Controlled Environment) best practices.

The Infrastructure Services Section is responsible for administering the central IT servers and virtualization platforms, providing secured services and managing the data centre. The platforms include 250 Microsoft Windows servers, 120 Linux servers, appliances, and 1 IBM mainframe, serving about 2500 users.

### Main purpose

As a member of a team, the IT Systems Engineer provides project and service management in the Linux/UNIX system and Security infrastructure.

### Role

The IT Systems Engineer is a *project team member, system administrator and team member*.

### Partnerships

The IT Systems Engineer works closely with other members of the Open Systems and Security Unit to implement projects and resolve problems. The incumbent also interacts with other staff in the Division, especially from the IT Service Desk, and technical staff from other organizational units and vendor companies to provide incident management and to support cross-sectional projects and processes.

### Functions / Key Results Expected

- **Project:** participate in IT projects on a daily basis to ensure they produce the required results. This includes in planning, implementing, and monitoring the projects, and creating project documentation.
- **Support:** respond to non-routine or especially difficult IT Service Desk calls within an agreed time frame.
- **Installation:** install new software, hardware and operating systems, following IAEA standards and within an agreed time frame.
- **Upgrade:** keep the supported software, hardware and operating systems up to date, following IAEA change and release management standards within an agreed service interruptions time frame.
- **Maintenance:** ensure the availability, performance and security of the services (software, hardware and operating systems) within an agreed range of key values.
- **Problem investigation and resolution:** provide resolution, workaround and recommendation for problems assigned or identified in the course of his/her work, following ITIL processes.
- **Operation:** support operations relating to the services provided on the Linux and open software platform.
- **Security management:** develop, propose and recommend security solutions, implement appropriate procedural and technical access control mechanisms, perform security assessments and vulnerability testing and make recommendations for corrective actions.

### Knowledge, Skills and Abilities

- Thorough technical knowledge in supporting Linux, Apache, MySQL and PHP (LAMP) applications, Email systems, Internet protocols, networking and information systems security principles, practices and technologies.
- Excellent problem solving skills.
- Good interpersonal skills to deal effectively with customers, colleagues and other technical staff in a courteous and friendly manner.
- Ability to work in a multicultural environment with sensitivity and respect for diversity.
- Knowledge of ITIL processes and Prince2 desirable.

## Education, Experience and Language Skills

- University degree in computer science, information management or a related field.
- Minimum of two years of professional experience as a Linux/UNIX systems administrator in an IT enterprise environment. These should include hands-on configuration, administration and troubleshooting experience of Linux/UNIX operating systems, appliances and security infrastructure.
- Experience in server clustering, virtualization, scripting or computer language (PHP, Perl, C, C++, Java, Bash shell), kernel compilation.
- Experience of working in an IT enterprise environment including using incident management and change management processes.
- Experience in creating technical documentation.
- Fluency in spoken and written English. Knowledge of other IAEA official languages (i.e. Arabic, Chinese, French, Russian, Spanish) an advantage.

## Remuneration

The IAEA offers an attractive remuneration package including a tax-free annual net base salary starting at **US \$46 669** (subject to mandatory deductions for pension contributions and health insurance), a variable [post adjustment](#) which currently amounts to **US \$31 268\***, dependency benefits, [rental subsidy](#), [education grant](#), [relocation](#) and [repatriation expenses](#); 6 weeks' annual vacation, [home leave](#), [pension plan](#) and [health insurance](#).

[How to apply to the IAEA](#)

[Complete an Online Application](#)

\* *Subject to change without notice*

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### **Applications from qualified women and candidates from developing countries are encouraged**

Applicants should be aware that IAEA staff members are international civil servants and may not accept instructions from any other authority. Staff members may be assigned to any location. The IAEA 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 or for shorter duration than indicated above. Testing may be part of the recruitment process.

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