

JOB DESCRIPTION

TITLE:	Cloud support engineer
ORGANIZATIONAL SETTING:	International Monitoring System Division Network and Systems Support Section IT Infrastructure/GCI Support Unit
GRADE:	P-2
RESPONSIBLE TO:	Head, IT Infrastructure/GCI Support Unit

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Head, IT Infrastructure and GCI (Global Communication Infrastructure) Support Unit, to:

- Support the design, configuration, customization, and administration of SharePoint sites
- Support the integration between multiple cloud and hybrid systems and applications.
- Support the automation of business process flows
- Provide IT support to clients
- Perform other duties as assigned.

QUALIFICATIONS:

- University degree in Computer Sciences, or related field
- At least two years relevant working experience in the deployment and Deployment and Administration of hybrid IT environment, mainly on Microsoft technologies
- Experience in administration of Active Directory and MS Windows servers environment is required
- Experience in Microsoft 365 technologies. Experience in administration of SharePoint is required
- Comprehensive knowledge of project management and IT Service management is required

LANGUAGE

Excellent written and oral communication skills in English are essential. Working knowledge of other official CTBTO languages is desirable.

COMPETENCIES:

Professionalism – Demonstrates professional competence and mastery of subject matter. Conscientious and efficient in meeting commitments, observing deadlines and achieving results.

Planning and Organizing – Effectively implements goals that are consistent with agreed strategies; adjusts priorities as requested; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary;

Communication – Very good skills in communicating with people from different backgrounds.

Teamwork - Proven interpersonal skills and the ability to listen and work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

Technological Awareness - Ability to keep abreast of developments and relevant technologies applicable to the profession.

Client Orientation - Ability to identify clients' needs and establish and maintain effective relationships with internal and external stakeholders.

LEARNING ELEMENTS

At the end of the assignment, the cloud support engineer will have:

- Knowledge and understanding of the CTBTO, the role of the Information Technology as a key business enabler
- Knowledge of, and expertise in business process automation
- Expertise in the management of a SharePoint online environment
- Expertise in the management of a multi cloud environment

BACKGROUND INFORMATION

The Comprehensive Nuclear-Test-Ban Treaty (CTBT) bans nuclear explosions by everyone, everywhere: on the Earth's surface, in the atmosphere, underwater and underground. The Treaty was established in 1996, has been signed by 185 states, and ratified by 170. The Treaty establishes the International Monitoring System (IMS), a global monitoring network to quickly and accurately detect evidence of nuclear testing and Treaty violation. The IMS is planned to have 337 facilities worldwide, of which 302 are in operation.

Construction of the IMS began in the late 1990's. Currently, many facilities have reached, or are approaching 20 years of age and are in need of repair or upgrade. A primary responsibility of the CTBTO is to effectively and efficiently maintain and sustain the operational status and technological readiness of the IMS. This requires careful planning and assessment to most effectively balance IMS needs and available resources for mission success.

Your role will be to contribute to the "sustainment plan" of the IMS, acting as both a resource manager and analyst. Your work will be at the core of the CTBTO mission to quickly and accurately detect evidence of nuclear testing and Treaty violation.

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO) has over 260 staff from over 70 countries with an annual budget of US\$125,000,000, and is based in Vienna, Austria. Vienna is one of the world's great cities with the city center designated a UNESCO World Heritage Site. Vienna is host to many major international organizations, including the United Nations, OPEC and the OSCE. Vienna is known as the "City of Music" due to its musical legacy, as many famous classical musicians such as Beethoven and Mozart called Vienna home. Vienna is consistently ranked as one of the world's most livable cities, operating as an established center of culture, society, art, science and political power over the second millennium and into the third.