

Job Title: IT Operations Assistant (Software Developer) SC5 Damascus VA107-2017

DEADLINE FOR APPLICATIONS

From 25 Sep 2017 to 09 Oct 2017

CONTRACT TYPE & DURATION

Type: Service Contract

Duration: 6 Months

Duty Station: Damascus

ABOUT WFP

The United Nations World Food Programme is the world's largest humanitarian agency fighting hunger worldwide. The mission of WFP is to help the world **achieve Zero Hunger** in our lifetimes. Every day, WFP works worldwide to ensure that no child goes to bed hungry and that the poorest and most vulnerable, particularly women and children, can access the nutritious food they need.

ORGANIZATIONAL CONTEXT

These jobs are found in Country Offices (COs), Regional Bureaux (RBs), and Headquarters (HQ). The Job holders report to a Head of the Unit, Chief or Information Technology Officer, or the designate.

At this level job holders are expected to take responsibility for completion of a range of processes and activities requiring interpretation of standard guidelines/practices. Job holders are able to recommend a course of action to staff at various levels and may allocate tasks to other staff.

JOB PURPOSE

To deliver high quality technical support, system and data maintenance across a range of areas, in order to contribute to the effective delivery of IT services. To deliver high quality technical support, system and data maintenance across a range of areas, in order to contribute to the effective delivery of IT services.

KEY ACCOUNTABILITIES (not all-inclusive)

1. Develop in house applications in consultation with the WFP Operations and Support Services departments as per organizational requirements
2. Take a lead for the database design, data analysis and application delivery
3. Manage the resolution of problems, design knowledgebase, workaround and presentation on the known errors;
4. Identify commonly recurring requests for assistance and provide advice on how these can be prevented or minimised, through training, user awareness, changes in configuration etc;

5. Receive incidents and service requests through phone, email or any other medium and log them as tickets in the Incident Management System. To assign the priority to the tickets based on Urgency and Impact of the issue;
6. Provide technical documentation for each application developed in CO Syria
7. Provide end user support, organise training course and provide user documentation
8. Perform the activities under the direct supervision of Head of IT - Damascus lead, and undertake additional tasks as required;

STANDARD MINIMUM QUALIFICATIONS

Education: Completion of secondary school education. A Bachelor degree or Master in Computer Science is preferable.

Language: Fluent in level C in English and Arabic Languages

Experience:

- Minimum 4 years of working experience in the programming field
- IT: Programming skills in: asp.net, C Sharp, Visual Basic, HTML, Java script
- Knowledge of databases: SQL Server, Oracle, MS Access
- advanced knowledge of MS Excel
- Good knowledge of Windows Server OS, Windows client

TERMS AND CONDITIONS

- Please upload your CV in English.
- Only short-listed candidates shall be contacted.
- Candidates must get an auto confirmation email once applying.
- **Female candidates are strongly encouraged to apply.**

How To Apply

WFP candidates

<https://performancemanager5.successfactors.eu/sf/jobreq?jobId=66021&company=C0000168410P&username=>

External candidates

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=66021&company=C0000168410P&username=>