

# United Nations Mechanism for International Criminal Tribunals

Chief, Information Technology Support Section, P-5

<b>DEADLINE FOR APPLICATIONS</b>	:	<b>16 September 2017</b>
<b>DATE OF ISSUANCE</b>	:	<b>18 August 2017</b>
<b>OFFICE</b>	:	<b>Registry/ ITSS</b>
<b>LOCATION</b>	:	<b>The Hague</b>
<b>JOB OPENING NUMBER</b>	:	<b>17-IST-RMT-84085-R-THE HAGUE (R)</b>

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United Nations Core Values: Integrity, Professionalism, Respect for Diversity

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## Organizational setting and Reporting:

This position is located in the Division of Administration, Registry, The Hague branch. The Mechanism has two branches, in Arusha and in The Hague. The Chief, ITSS will report directly to the Chief Administrative Officer.

## Responsibilities:

- Leads and directs a team of information systems officers with the objective of delivering appropriate ICT infrastructure and services in support of the Mechanism's businesses and mandate; plans and allocates work assignments; coaches, mentors, and evaluates staff; participates in recruitment and selection of new staff and in the development of training programs.
- Conceptualizes, develops strategy, both on an organization level for ICT as well as for infrastructure and systems; oversees the design and implementation of major systems initiatives; manages/oversees multiple, concurrent and often disparate tasks for projects that often involve innovative applications, dissimilar systems, as well as databases and highly complex system integration and linkages.
- Provides authoritative technical and policy advice to senior managers on systems development in a changing business environment and the implications of various alternatives, on business applications and other related issues; identifies and plans for future needs; develops and disseminates best practices.
- Manages procurements, directly and in terms of team oversight, including conducting needs assessments and benchmarks, preparing bid documents and arranging contracts; supervises, coordinates and negotiates the services required to enable the management and operation of interdependent administrative, financial, human resources and other information systems.
- Develops and monitors performance measures; ensures that projects meet established time and cost parameters and standards of technical quality.
- Sets up, controls and oversees Service Desk support services, and other aspects of an ITIL-founded service organization.
- Prepares and monitors the budget, work program, and spending plan, acting as Certifying Officer for the Tribunal's technology and related programme.
- Ensures the development of and adherence to governance practices, technical standards, standard operating procedures and practices to ensure a stable systems environment and effective delivery of services.

## Core Competencies:

- **Professionalism** – Knowledge of systems design, and development, management, implementation and maintenance of complex information systems. Ability to develop and oversee large centralized or decentralized institutional systems; conceptual and strategic analytical capacity to understand information system and business operational issues so as to thoroughly analyze and evaluate critical systems matters. Knowledge of a range of computer languages and development paradigms, knowledge of organization's information infrastructure and IT strategy as it relates to user area(s). Ability to integrate knowledge with broader strategic, policy and operational objectives. Ability to advise senior management on complex systems development and related matters of significant importance to the institution; conceptual and strategic analytical capacity to understand information system and business operational issues so as to thoroughly analyze and evaluate critical systems matters. Proven ability to analyze as-is business situations and improve processes and approaches; demonstrates adaptability to changing priorities. Knowledge of organization's information infrastructure and IT strategy as it relates to user area(s); strong negotiating skills and ability to influence others to reach agreement on difficult issues. Incumbent must possess ITIL certification, at a minimum to the Foundation level, higher certifications considered an advantage. Must be formally trained in a project management discipline such as PRINCE2. Experience in servicing the ICT requirements in a judicial organization is desirable. In-depth knowledge of and extensive experience in ICT systems design, development, management, implementation and operation in a high-pressure, mission-critical environment is required. Commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.
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- **Communication** – Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two way communication; tailors language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed.
- **Client Orientation** – Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients’ informed of progress or setbacks in projects; meets timeline for delivery of products or services to client

## Managerial Competencies:

- **Vision** – Identifies strategic issues, opportunities and risks; clearly communicates links between the Organisations’ strategy and the work units’ goals; generates and communicates broad and compelling organisational direction, inspiring others to pursue that same direction; conveys enthusiasm about future possibilities.
- **Judgement/Decision-making** – Identifies the key issues in a complex situation, and comes to the heart of the problem quickly; gathers relevant information before making a decision; considers positive and negative impacts of decisions prior to making them; takes decisions with an eye to the impact on others and on the Organisation; proposes a course of action or makes a recommendation based on all available information; checks assumptions against facts; determines that the actions proposed will satisfy the expressed and underlying needs for the decision; makes tough decisions when necessary.

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## QUALIFICATIONS

### Education:

Advanced university degree in Computer Science, Information Systems, Mathematics, Statistics, Business Management or related field. A first level university degree in combination with two additional years of qualifying experience may be accepted in lieu of an advanced university degree.

### Work Experience:

Minimum of 10 years of progressively responsible professional and managerial experience in information technology, including experience in developing and overseeing large centralized and globally distributed institutional systems, of which 5 years should have been at the international level in the public/private sector, functioning at the management level. Experience with international criminal tribunals desirable.

### Languages:

English and French are the working languages of the Mechanism for International Criminal Tribunals. For the post advertised, fluency in oral and written English is required. Knowledge of a second official UN language is an advantage.

### Assessment Method:

There may be a technical test followed by a competency based interview.

### Special Notice:

The appointment is limited to the Mechanism for International Criminal Tribunals. **Appointment of the successful candidate on this position will be subject to budgetary approval of the post.** Extension of the appointment is subject to the extension of the mandate and/or the availability of funds. As the international tribunals are not integrated in the Secretariat, UN Staff Members may serve on assignment or secondment from their parent department/office if selected. Appointments of staff members in the United Nations are subject to the authority of the Secretary-General. Staff Members are expected to move periodically to new functions in accordance with established rules and procedures, and may in this context be reassigned by the Secretary-General throughout the Organization based on the changing needs and mandates.

For this position, applicants from the following Member States, which are unrepresented or underrepresented in the UN Secretariat as of 30 April 2017, are strongly encouraged to apply: Afghanistan, Andorra, Angola, Antigua and Barbuda, Bahrain, Belarus, Belize, Brazil, Brunei Darussalam, Cabo Verde, Cambodia, Central African Republic, Chad, China, Comoros, Cyprus, Democratic People’s Republic of Korea, Dominica, Equatorial Guinea, Gabon, Grenada, Guinea-Bissau, Honduras, Indonesia, Islamic Republic of Iran, Iraq, Japan, Kiribati, Kuwait, Lao People’s Democratic Republic, Lesotho, Liberia, Libya, Liechtenstein, Luxembourg, Malaysia, Marshall Islands, Federated States of Micronesia, Monaco, Mozambique, Nauru, Norway, Oman, Palau, Papua New Guinea, Poland, Qatar, Russian Federation, Saint Lucia, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Saudi Arabia, Seychelles, Solomon Islands, South Sudan, Suriname, Syrian Arab Republic, Thailand, Timor-Leste, Turkmenistan, Tuvalu, United Arab Emirates, United States of America, Vanuatu, Bolivarian Republic of Venezuela and Viet Nam

The United Nations Secretariat is committed to achieving 50/50 gender balance in its staff. Female candidates are strongly encouraged to apply for this position.

### NOTE FOR PREVIOUSLY ROSTERED CANDIDATES

Roster candidates must express their interest and availability for published job openings by submitting an updated PHP and cover letter.

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**No Fee:**  
THE UNITED NATIONS DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS (APPLICATION, INTERVIEW MEETING, PROCESSING, TRAINING OR ANY OTHER FEES). THE UNITED NATIONS DOES NOT CONCERN ITSELF WITH INFORMATION ON BANK ACCOUNTS.

## United Nations Considerations

Candidates will be required to meet the requirements of Article 101, paragraph 3, of the Charter as well as the requirements of the position. The United Nations is committed to the highest standards of efficiency, competence and integrity for all its human resources, including but not limited to respect for international human rights and humanitarian law. Candidates may be subject to screening against these standards, including but not limited to whether they have committed, or are alleged to have committed criminal offences and/or violations of international human rights law and international humanitarian law.

The United Nations shall place no restrictions on the eligibility of men and women to participate in any capacity and under conditions of equality in its principal and subsidiary organs. (Charter of the United Nations - Chapter 3, article 8). The United Nations Secretariat is a non-smoking environment.

Applicants are urged to follow carefully all instructions available in the online recruitment platform, inspira. For more detailed guidance, applicants may refer to the At-a-Glance on "The Application Process" and the Instructional Manual for the Applicants, which can be accessed by clicking on "Manuals" hyper-link on the upper right side of inspira account-holder homepage.

Applications are pre-screened by the system according to the published requirements of the job opening on the basis of the information provided in the application. In relation to the requirements of the job opening, applicants must provide complete and accurate information pertaining to their qualifications, including their education, work experience, and language skills. Each applicant must bear in mind that submission of incomplete or inaccurate applications may render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted on the basis of the information submitted. Applications cannot be amended following submission. Candidates under serious consideration for selection will be subject to a reference-checking process to verify the information provided in the application.

Job openings advertised on the Careers Portal will be removed at midnight (New York time) on the deadline date.

## HOW TO APPLY:

All applications must be submitted through the UN Inspira portal. The Mechanism for International Criminal Tribunals is not able to accept applications for this vacancy via email.

Internal applicants may go to <https://inspira.un.org>

External applicants may go to <https://careers.un.org>

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