International Civil Aviation Organization
Asia and Pacific Regional Office
Individual Consultant (IC) Vacancy Notice

**Position Information**

<table>
<thead>
<tr>
<th>Post Title:</th>
<th>IT Consultant</th>
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<tr>
<td>Level:</td>
<td>Band A2</td>
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<tr>
<td>Duty Station:</td>
<td>Bangkok Office</td>
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<td>IC Vacancy Notice:</td>
<td>2019/53/IC</td>
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<td>Deadline for applications:</td>
<td>12 September 2019 – 13 October 2019</td>
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<td>Date for entry on duty:</td>
<td>ASAP</td>
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**The Organizational Setting**

ICAO Asia and Pacific Regional Office (APAC) in Bangkok, Thailand is accredited to 39 ICAO Contracting States and assists them in the implementation of ICAO’s policies, decisions, Standards and Recommended Practices (SARPs), regional and global safety, security and air navigation plans. It supports extensive meeting activities, disseminates information and encourages participation in ICAO activities. The Regional Office also provides technical assistance when requested.

Within the office structure, the IT Consultant will report directly to the Administrative Officer. The role of the IT Assistant (regular post) remains the same and incumbent serves as the primary focal point on all IT matters and has full responsibility on all APAC IT matters. In close collaboration with the IT Assistant, the IT Consultant will provide support and backstop the IT functions within the APAC Office through maintenance and support of applications used locally, effective installation/configuration, operation and maintenance of hardware and software systems and related infrastructure. S/he will, when assigned, also serve as a focal point for the local support of corporate applications, such as the Enterprise Resource Planning System (Agresso), Share Point, document management system (M-Files) and maintenance of the APAC Website.

**Or Duties and Responsibilities**

**Function 1 (incl. Expected results)**

Maintain and enhance the IT systems of the Regional Office, achieving results such as:

- Maintain the existing information and communication systems (computer equipment and peripherals/accessories, network and data management, telephone system, etc.) ensuring uninterrupted functioning of the office and conference facilities;
- Ensure provision of hardware and software support for internal and external users at all levels;
- Make recommendations on the overall strategy, policies and procedures for smooth administration and maintenance of all office IT systems and facilities, identify and plan future requirements, and recommend and implement technological solutions;
- Assist with the preparation of technical specifications pertinent to procurement of office hardware, software and network infrastructure components and services, as well as the computer systems, peripherals and accessories;
- Develop and make recommendations on the policy and procedures impacting the security of the network and data integrity (including backup of strategic data, virus protection, intrusion and user access control);
- Analyse the current work procedures and methods, as well as specific user requests, identify need for new software applications in response to work requirements, and monitor their design, development, implementation, maintenance and upgrade;
- Provide remote support on IT matters to the Regional Sub-office;
- Liaise with internal and external IT specialists, programmers, architects, etc., with regard to the feasibility, implementation, follow up and control upon completion of office IT work projects.

**Function 2 (incl. Expected results)**

Maintain operations and provide user support, including system and data security, achieving results such as:
• Provide advice, support and training to users on the operation of office computer systems, network facilities, electronic communication, and on standard/customized software packages;
• Assist in the maintenance of all systems built against external threats;
• Assist in trouble-shooting and monitoring of network problems;
• Participate in regular security monitoring;
• Ensure backup and restoration procedures for office files and databases;
• Provide IT support to meetings and events held at APAC Office premises;
• Update and maintain the IT inventory list.

Function 3 (incl. Expected results)

Ensure effective functioning of the hardware and peripherals of APAC Office, achieving results such as:

• Successful performance of specific technical functions, including selection, testing and installation of servers, configuration of hardware electronic components and peripherals, and routine repairs;
• Assist in the installation of commercial and in-house developed software and related upgrades;
• Ensure proper functioning of personal computers, laptops, tablets and smartphones;
• Ensure proper functioning and performance of servers, storage and other network equipment;
• Maintain installation and configuration procedures as well as system standards in accordance with ICAO standards and operational requirements;
• Use of available means and functionality for improved business results and improved client services.

Function 4 (incl. Expected results)

Complementary functions/duties, achieving results such as:

• Maintain and update ICAO’s APAC website;
• Direct and monitor the work performed by external IT contractors;
• Perform other related duties as assigned.

Qualifications and Experience

Educational background

High school diploma or equivalent, supplemented by formal specialisation/training in computer science is a requirement. Bachelor in Computer Science or in a related field would be an asset.

Professional experience and knowledge

• Six years of progressively responsible experience in the field of IT systems, with a minimum of three years in an international or national government organization or large-scale private organization;
• Administration of data communications networks (Internet, Intranet, LAN, WLAN), including Windows server 2008 R2, VMware, HyperV, Windows 10 Enterprise, Backup exec 2012;
• Essential knowledge of Check Point Endpoint Security, Remote Access VPN, Microsoft Office 2016, Skype for Business 2016;
• Experience in design/development/maintenance of websites (static and dynamic) and knowledge of SharePoint 2013, Dreamweaver;
• Experience in development/maintenance of databases, not involving complex programming;
• Experience in installation/operation/maintenance of computer equipment, including peripherals as well as software applications;
• Ability to interact with hot-line operators for remote troubleshooting and maintenance;
• Understanding of secretarial duties;
• Ability to train others in computer systems operations;
• Ability to draft User Guidelines;
• Ability to work independently, initiative, judgement, thoroughness, accuracy, creativity, discretion;
• Ability to maintain harmonious working relationships in a multicultural environment.

Language Skills

Fluent reading, writing and speaking abilities in English and a working knowledge of a second language of the Organization (Arabic, Chinese, French, Russian, or Spanish) is desirable.
**CONDITIONS OF EMPLOYMENT**

It should be noted that this consultancy is to be filled for a period of one (1) year with a possibility of further extension. Please note that the exact monthly remuneration will be determined based on the qualifications and skills of the selected consultant and shall not exceed the amount of THB 86,077 per month.

**HOW TO APPLY**

Interested staff must complete an on-line application form. To apply, please visit ICAO’s e-Recruitment website at: [https://careers-new.icao.int](https://careers-new.icao.int).

**NOTICE TO CANDIDATES**

ICAO does NOT charge any fees or request money from candidates at any stage of the selection process, nor does it concern itself with bank account details of applicants. Requests of this nature allegedly made on behalf of ICAO are fraudulent and should be disregarded.